



JOB DESCRIPTION – OPERATIONS SUPPORT SPECIALIST

This role requires a good knowledge of the Laser systems, good enough to train new clients and new employees of existing clients. To build a good relationship with clients, facilitating their use of our systems and ensuring that they remain customers for many years. College / assessing experience is useful but not essential.

- When a New Account Form has been received, to set up a Laser account for the client
- To make contact and arrange a training session, either by video or in person
- To take queries from clients when they are having difficulties and either guide them through the problem or process, or pass the issue to the technical team if this is necessary, then liaising with the client with the solution
- To be proactive in calling clients periodically checking that they are aware of and are using all the features that the systems can offer
- Ensure the customer experience and overall customer satisfaction is at the forefront of each client engagement we embark on.
- Play an active role in the generation of repeat business and taking on other Laser products by fostering a close working relationship with clients and supporting the sales and marketing staff.
- Be fully aware of and able to support clients in the use all Laser systems. Which will include creating new e. Portfolio accounts (full training given)
- To update the Customer Information Database with any significant information that may be useful with future contact
- Be able to precisely and methodically test any new product features and keep an accurate account of your testing results to inform the programmers.
- To be involved with the Laser assessment centre in any capacity necessary from time to time
- Be able to precisely and methodically test any new product features and keep an accurate account of your testing results to inform the programmers.

- Support Vivette (Director) in delivering monthly web based client information and support sessions.

PERSON SPECIFICATION – OPERATIONS SUPPORT SPECIALIST

- IT competent
- Out -going, confident, positive, team player
- Methodical test and record abilities
- Good phone skills
- Excel spreadsheet skills
- Able to take instruction and work independently, self- motivated
- Able to record training sessions and write user guides.
- Proactive
- Attention to detail