

Job description

Job Title: Field Support Agent

Location: Abingdon, Head Office

Department: Field Service

Position Reports To: Field Support Team Leader

Company Overview

Gigaclear is a fast growing, game changing builder and provider of pure fibre broadband services to residential customers and businesses in England. We have an ambition to make a significant difference to the broadband landscape in rural England and improve our customers lives through the provision of world class broadband services.

Purpose of the job

The Field Service Agent will be responsible for scheduling customer appointments and fault visits, overseeing and coordinating field activities and providing first class customer service. The person will be responsible for, but not limited to, providing support to customers in the processes of installation, activation, trouble shooting and fault fixing.

Key Accountability & Responsibilities

- Scheduling and progression of customer installations, ensuring that installation appointments are booked/actioned within service level agreement and customers are activated to enjoy the service on the scheduled day of installation
- Scheduling and progression of fault repair contractors and Gigaclear own staff in support of customer broadband service issues
- Working with 3rd party contractors to communicate customer information and requirements
- Generate reports to track performance
- Administering the escalation process to ensure cases are completed and resolved to satisfaction
- Actions are traced and measured and that the customer is kept informed of timescales and progress
- Reviewing online support cases, analysing the issues raised, establishing the likely cause and responding to the customer with the solutions
- Answering and handling incoming calls
- Maintaining CRM systems, ensuring information is clear, concise and up to date

Knowledge & Skills

- Proven experience in the delivery of high-quality Customer Service
- Logistics coordination experience
- A disciplined approach to problem solving – takes ownership of customer and field team's issues and ensures quality processes are maintained
- Creative and 'improvement led' – able to 'think outside the box' to identify and suggest process improvement changes to improve installation efficiency and the customer experience

- Effective at external and internal stakeholder management
- A calm, measured and articulate approach to problem solving, field logistics and Customer Care
- Highly organised individual with the ability to work under pressure
- Able to assimilate information quickly and act decisively in an environment of changing priorities.
- Can effectively prioritise and execute tasks in a high-pressure environment
- Robust administrative experience supported with accurate data entry skills

Our Values

Find a way - we will work together to deliver market-leading solutions and provide customer service excellence to our communities

Do the right thing - we always base our decisions on what we believe is fair, considerate and in the best interest of our customers and our colleagues

Be committed - we are all accountable for our actions and work relentlessly with our many customers to deliver on our promises

Keep it simple - we take potentially complex and confusing information and we make it easy for everyone to understand

This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may be varied (after discussion), subject to the needs of the business and in keeping with the general profile of the role.