

Customer Support Centre (CSC) Assistant

Dive into the forefront of collaborative technology on a global scale. Pinnaca enables businesses of all sizes, all around the world, to communicate and collaborate in effective and imaginative visual environments. Leveraging video conferencing technology, immersive telepresence, boardroom, desktop and mobile solutions, Pinnaca enables today's workforce to connect without time or distance barriers. What's our competitive advantage? Pinnaca solutions are wrapped with 24-hour support 7 days per week, providing the ultimate go-to customer experience. "We're a "Best Place to Work," a "Fastest Growing Company" and "Advanced Partner/Provider," - nominated by our employees, partners and people of our communities. Pinnaca values innovators and entrepreneurs alike who thrive in a fast-paced culture. Join a team of individuals who love what they do and are committed to growing a best-in-class visual communication business.

POSITION OVERVIEW

The CSC Assistant is the first point of contact end users of our products and services will have with Pinnaca. This key role will therefore need to be fulfilled by articulate and considerate individuals where the end users experience is always at the forefront of what they do.

The CSC Assistant's will primarily be triaging all customer phone calls and emails and assisting where capable. Demonstrating exceptional customer service skills (presentation, written and oratory) and a commitment to deliver an optimal customer experience. The CSC Assistant reports to the in region CSC Team Lead, and will partner with our CSC Advocates to provide customers with industry leading service and support.

MAJOR DUTIES AND RESPONSIBILITIES

- Deliver best in class customer experience with dedication and enthusiasm
- Triage our customers emails and phone calls ensuring the level of support is of a consistently high standard and logged accordingly in our ticketing system
- Receive scheduling requests from our customers and add them to the applicable Portal ensuring accuracy
- Liaise with customers in a professional manner to resolve scheduling conflicts and missing information in the customers initial request
- 'Launch & Leave' call launching for our high touch customers
- Present a positive and empathetic demeanor in dealing with all customer requests – ensuring all interactions with customers demonstrate a customer-focused attitude
- Meet and exceed Service Level Agreements for respective customers

-
- Other duties as assigned
 - In accordance with ISO27001, you are required to abide by our security policy

SKILLS REQUIRED

- Excellent customer service and communication
- Strong general computer and MS Office skills
- Proficiency in written and verbal English is required, additional languages are an asset

PERSONAL ATTRIBUTES

- Exceptional customer rapport and relationship development capabilities
- Professional demeanor, strong interpersonal skills
- Strong customer-facing communication skills
- Independently motivated, focused and driven to achieve desired performance
- Team player, works collaboratively with peers achieving excellence together to deliver first class customer service to our customers
- Highly organized, proficient in coordination and multi-tasking

EDUCATION & EXPERIENCE REQUIRED

- Experience within a Helpdesk or call centre environment is preferred
- Previous customer service experience is desired