



Adventures in ecommerce

Job Description

Role: Support Analyst

Reports to: Head of Customer Success

Location: Cheltenham or remote with access to our office, UK hours

The company

Volo Commerce provides an ecommerce platform, a reporting platform and services for online sellers to grow sales on marketplaces like Amazon, eBay and OnBuy, and on web stores using platforms like Magento, Shopify and Volo. This combination of comprehensive technology and dedicated professional expertise enables our customers to scale up their business for long term success.

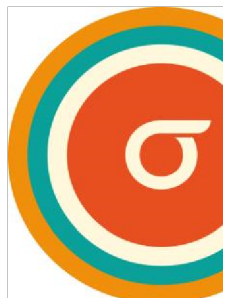
The role

The role sits within Customer Operations where our focus is revenue retention and growth. You will be specialising in performing resolution of customer queries in relation to the Volo systems and third-party technologies that Volo integrates with, while offering a high level of customer service.

Primarily you will handle support tickets that have been raised by customers through our live chat service, ticketing system and phone line. You will focus on taking personal ownership of the queries and resolving them within our Service Level Agreements ('SLAs') and with excellent Customer Satisfaction (CSAT).

The responsibilities

- Take ownership of user problems and be proactive when dealing with user issues
- Troubleshoot applications and system performance issues
- Ensure effective methods of communication with customers
- Communicate with third parties directly where appropriate to ensure ticket resolution
- Maintain ownership of customer support tickets assigned to other departments and ensure customers are updated in line with our SLAs
- Participate in application testing where required
- Identify trends through problem management and suggest resolutions to collections of issues
- Support our UK and international customers by taking part in on call, evening and weekend shifts to provide out of hours assistance
- Contribute frequently to the Volo customer forum and knowledge base



The skills and experience

Essential:

- Excellent customer service and communication skills - both written and verbal
- A tenacious approach to problem-solving – don't let it go until finished, with excellent analytics skills
- The ability to assess information and make recommendations
- Good interpersonal skills
- Ability to be always learning and acquiring technical skills quickly
- Previous experience in customer support
- Practical experience of working with help desk logging and reporting tools

Desirable:

- HTML, CSS, XML, FTP, SQL, API's and other web application-related protocols/languages
- Experience using Java and Java apps
- Excel spreadsheet manipulation
- MAC OS/Linux experience
- Understanding of ecommerce and marketplaces like Amazon, eBay and OnBuy, and web store platforms like Magento and Shopify

The culture

- Team-oriented: You embrace the ideas of others in the best interests of our customers and Volo
- Driven: You're a driven team player, collaborator, and relationship builder whose can-do attitude inspires others
- Entrepreneurial: You thrive in a fast-paced, changing environment and are excited by the chance to play a larger role
- Passionate: You're passionate about ecommerce and ensuring our customers are successful
- Self-motivated: You can work with a minimum of supervision and plan ahead to prioritise multiple tasks
- Integrity: You're able to establish and maintain genuine trust with your customer contacts and Volo colleagues. You deliver against your commitments
- Attention to detail: You don't let important details, events or deliverables slip through the cracks
- Efficiency: You're able to work smart and enable others to work smarter
- Persistence: You have the tenacity to go above and beyond to get the job done
- Composure: You have the ability to stay calm and maintain your performance levels when under pressure of time and priorities

