

Customer Service Engineer Manchester, UK

Why join Kalibrate

For over 25 years, Kalibrate have been staying ahead of the curve in the fast-moving world of fuel and convenience retail. We were the first to use the power of data for making better decisions and today our artificial intelligence & machine learning solutions have turned data into a smart, actionable tools. With over 300 clients in 70 countries, in mature and emerging markets, for clients large and small, our strategy and technology solutions empower fuel and convenience retailers around the globe to achieve greater value and success on their own terms.

It's an exciting time to join us as we have ambitious plans to grow over the next 5 years.

Role purpose

An exciting opportunity has arisen to join the Kalibrate Support Team as a Customer Service Engineer based within our central Manchester office. Reporting to the Service Delivery Manager, and working within the ITIL framework, you will be expected to maintain a high degree of service (and customer focus) for service incidents, requests and queries, adhering to service management principles and processes set out in the Service Level Agreements (SLA). You will be responsible for line managing a subsection of the Kalibrate Support team, providing support services to our Global client base as well as data entry and general administrative duties to support the team. The role requires a professional approach to customer service and a desire for continuous improvement.

Who we're looking for

Our ideal candidate will have experience of working within a busy customer service or administrative environment. You will be customer focused with a professional manner and possess strong communication skills with the ability to present to a wide variety of internal and external audiences. It is essential that you can work as part of a busy team and possess proficient keyboard skills. We have a great team culture with a strong work ethic and are looking for people who are enthusiastic, ambitious and want to be part of an exciting company.

What you'll be doing

	Responsibilities
Service Management	<ul style="list-style-type: none"> • Respond to incoming queries via telephone and online ticketing system. • Contact client and internal users to investigate and confirm issues reported • Utilise IT systems to log, respond and update tickets. • Provide fixes for Incidents and Service Requests where possible • Coordinate appropriate escalations to wider technical teams • Provide regular cadence to clients in line with SLA • Produce reporting packs for both internal and external distribution • Coordinate, prioritise and assign tickets in line with SLA • Act as an escalation point for internal and external queries for acceleration of tickets • Deliver internal and external presentations of Service Levels • Update and maintain internal and external service documentation
Continual Service Improvement	<ul style="list-style-type: none"> • Identifying enhancements to processes/technologies for Continuous Service Improvement. • Owning and implementing Support Continual Service Improvement Plans (CSIP) to further mature and improve or processes, technologies, and services
Self-improvement	<ul style="list-style-type: none"> • Furthering your knowledge in our products, technologies and your desired personal development area(s) to not only grow and develop individually but also develop the team

	and company by growing and sharing your skills
People Management	<ul style="list-style-type: none"> Line manage a subsection of the Kalibrate Support Team, including 1-2-1s, end of year reviews and carving development pathways

Kalibrate values

Lead the way

- You will drive customer service and technical excellence, pushing things forward with and for the team.

Empower others

- You will share your skills and knowledge to empower others to deliver their very best.

Challenge convention

- You will engage in CSIP discussions and team direction, challenge the norm (when appropriate) and help our team and subsequently our business continuously move forward.

Be genuine

- You will put your passion into your work, be your best self and in doing so positively add to the amazing culture we have here at Kalibrate.

Key skills and attributes

Essential

- Previous line management experience
- People focused, able to demonstrate empathy and respect towards others
- Ability to build strong relationships based on trust and openness
- Experience working in a high-pressured customer service role.
- A customer centric attitude.
- Ability to work dynamically and think outside of the box.
- A team player approach and willingness to get stuck in.
- Problem solving ability, find solutions and make decisions.

- Analytical mindset, solution finder and decision maker.
- To present data and information in an easy-to-read manner.
- A driven approach to meet process and SLA requirements.
- Flexibility to react and adapt to rapidly changing scenarios.
- Excellent written and verbal communication skills
- Strong organisation with an attention to detail.
- Resilience and positive attitude to changing situations.
- Excellent IT skills particularly in Microsoft Office
- Comfortable with supervising multiple high priority initiatives in a fast-paced environment

Highly Desirable

- Understanding of the ITIL framework
- Helpdesk/service-based role experience.
- Call centre/sales-based role experience
- Complaint handling experience
- Customer service: 1 year (Preferred)
- Administration: 1 year (Preferred)
- Experience working with Jira

Attributes

- Strong team ethic with a desire to share knowledge and skills
- Accountable and reliable with intense drive and passion
- Ability to quickly learn and understand the various services we provide
- Eagerness to make a difference and provide services everyone can be proud of
- Possess excellent problem solving, analytical and troubleshooting skills