



# Job Analysis

## **Job Title: Customer Support Analyst**

£ Competitive Salary and Excellent Prospects  
Role based at Head Office, Staffordshire

Performance Accelerator is a subscription-based software application delivered via the web that enables our customers to actively manage their business goals and plans with better decision making, improved outcomes, better inspection results and better service delivery.

We are looking for a **Customer Support Analyst** to work within the Account Management Team. Working alongside Account Managers- the successful candidate should have the ability to provide solutions and guidance to Customers ensuring that their business requirements are maintained to the highest level by proactively managing the customer accounts.

### **The successful candidate will...**

- Provide assistance to resolve issues raised by end users of the application.
- Develop outstanding customer relationships and manage ongoing customer communications activities. Provide customers with a familiar, professional, knowledgeable point of contact to which they can report issues.
- Proactively review customer accounts highlighting opportunities for growth whilst constantly monitoring accounts for risks and escalate effectively where appropriate.
- Monitor integrity/status of customer sites (usage, revisions, views, reporting...).
- Assist in the promotion of new developments and content applications and manage the upgrade/configuration process of new content applications.
- Ensure that customers receive efficient and timely responses, updates and resolutions of issues.
- Manage the reconfiguration of any actions/outcomes from customer reviews.
- Assist in the customer satisfaction monitoring process/surveys.
- Assist in managing customer communication of planned and unplanned system Outages.
- Work closely with Account Managers in respect of all customer requirements or issues.

### **Essential:**

- Experience in a direct customer facing role
- Excellent interpersonal skills
- Excellent Communication / telephone manner
- Experience with web based applications
- Professional verbal and written communication skills, initiative and team work

### **Desired:**

- Relevant target market experience (e.g. NHS, Housing Associations)
- Sales experience

- Experience of end user training
- Giving formal presentations

**We would like to hear from people with:**

- Strong interpersonal skills with the ability to communicate effectively, and develop relationships with personnel (technical and business) in a confident and friendly manner.
- Credible working at all levels - demonstrating confidence with all levels of the organisation
- Customer focus – empathy with the customer, strong desire to go the extra mile for customers (both internal and external).
- Deliver what has been promised (or communicate if it cannot be done).
- Treat Dynamic Change co-workers with respect as internal customers.
- Maintain drive and enthusiasm; able to work independently and at own initiative, ability to make things happen.
- Good attention to detail required.

**Knowledge/Skills Required:**

- Good business appreciation.
- Excellent communication and presentation skills
- Ability to write clear and concise reports
- Able to present clear briefing documents
- Interviewing skills – gathering requirements and business issues
- Clear correspondence, emails, letters etc
- Able to verbally explain complex scenarios and solutions
- Good listener

Competent with usage of MS Office, MS Project, Internet

Must have full UK driving license

Professional looking/Presentable

Must be prepared to undertake travel & work at customer locations (initial & review meetings).

**HOW TO APPLY**

If you've got the right skills and feel you could make a significant contribution to our growing company, please send your CV with a covering letter (detailing current Salary and package) to [hr@dynamicchange.com](mailto:hr@dynamicchange.com)