

# Job Description

## Customer Support

**Position:** Customer Support

**Reporting to:** IT Support Team Leader

### Summary:

- The person in the role will be the first point of contact for requests received via email or phone.
- They will provide solutions to various questions, requests and issues.
- This is a desk-based role but from time to time there will be work outside the office.
- When requests cannot be resolved these will be escalated to other parties for resolution.

### Job Description:

#### Responsibilities

- To provide first point of contact for support; answering support queries via phone, email.
- Record information about every call, contact information, contact telephone number, site location, detailed problem description, and resolution details.
- Provide support and advice for the various business specific and customer proprietary systems.
- Escalate requests that have not been resolved at first contact to the relevant party for resolution.
- Accurately update systems with adds and changes.
- Process inbound and outbound courier deliveries.
- Assist with IT Projects when required.
- Update the IT SharePoint pages.

#### Position Requirements

- Excellent telephone manner.
- Experience with using Microsoft Office.
- Good problem-solving abilities.
- Ability to effectively prioritise and execute tasks.
- Experienced at working in a team-oriented, collaborative environment.
- Excellent Attitude and willingness to learn.
- Familiar with iPhone, iPad, Laptops and Computers.
- Good written and oral communication skills.
- Personable, approachable, capable of communicating effectively with a broad range of personnel, ability to put people at ease.
- Ability to learn using systems that are relevant to the industry.
- Grow to understand these systems and how they work to effectively solve problems or gather information relevant to the issues.

#### Personal attributes

- High integrity.
- Attention to detail.
- Strong focus on customer service and professionalism.
- Resourceful and calm under pressure.
- Acts in the best interests of Property Brokers at all times.

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- Able to communicate effectively.
- Confident.
- Professional appearance

Duties and responsibilities can vary from time to time as and when required by the Principal, CEO, IT Manager or IT Support Team Leader.