



Support Agent

Clear Books - London

About Clear Books

Clear Books provides clear and simple cloud accounting and payroll software for businesses and accountants.

Based in West London, over the past ten years we've built a small, tight knit team that feels like family.

We work in a relaxed and friendly environment, where all ideas are welcome and team members have the opportunity to make a substantial impact on the business.

The role

We are recruiting a full-time support agent to join our support team at our fast-paced, exciting and successful online software company. You'll be responsible for answering all customer queries that come through via phone or email in a timely manner. As a support agent your primary role will be providing a fantastic customer experience for our loyal community of customers.

You'll be the face of the company and a valued member of the team so you'll need to be professional, friendly and take a positive helpful approach in all that you do.

Responsibilities

- Assist with customer requests on telephone or email
- Provide demos of the software to customers
- Become a key member of the Clear Books Community forum
- Help maintain and create new support documentation
- Assisting other internal teams with ad-hoc tasks

Required Skills

- Ideally full or part accountancy qualifications
- Computer literacy - comfortable using new computer programs
- Ability to learn quickly: you will need to learn quickly how our accounting software works so you can help our customers with their queries
- Be an astute individual and use your initiative to get things done
- Target-driven and have experience working towards intense targets and quotas
- Very strong communication skills
- Great customer service - going above and beyond to satisfy the needs of our customers and partners
- Professional and friendly attitude
- Excellent English skills – verbal and written
- Great organisation skills
- Ability to work as part of a team
- Passion for online software

What we offer

- Competitive salary
- Light lunches, snacks, and stocked fridges
- Friday drinks, pool table, Xbox, Wii
- Casual dress code
- Good transport links, secure bike parking and showers
- Working in a young, supportive team environment
- Opportunities to learn new programming languages and technologies
- Being part of a company with passion, drive and where every idea is considered
- The chance to be part of a company with over 10,000 customers, with plans to serve over 40,000