

Job Description

about atom.

atom. are a new modern thinking company who specialise in managed IT services including both cloud and traditional on premise solutions. Our expertise also covers telecommunications, **atom.** specialise in Mitel, Microsoft 365 Teams Business Voice and supply all connectivity products. Based in Newcastle we cover the north of England and have another site in Chester.

At **atom.** we are seen as an extension to a clients business. Our team is so integral to a client providing, IT support and strategies for new and existing services. Our customer **“talk first.”** approach provides the best support experience available. This focus delivers excellence in every sale, case or project we complete. **atom.** will never try to sell a one size fits all, everything we offer is bespoke to the customers’ needs.

about the role:

We are looking to recruit a Account Manager to join our growing Customer Experience team. **atom.** are a company who are constantly looking to improve and innovate with regards to our customers’ experience as we continue to deliver leading class services to our clients.

The Account Manager is responsible for overseeing the day-to-day delivery of those services, ensuring that they are managed in accordance with defined service level agreements. They act as an initial point of escalation for customer queries and work closely with other departments to drive through service improvements. As such, the successful candidate will be required to have exceptional communication skills, understand the importance of active listening principles, and demonstrate an ability to control conversation, whilst retaining focus on the customer’s needs at all times.

They will also act as a liaison between our customers and all internal elements of the **atom.** business to identify and manage emerging problems that our clients may face relating to our IT services, including the Service Desk, Sales, Finance and Project teams.

Responsibilities:

A highly motivated and conscientious self-starter, your main areas of responsibility will include:

- Managing incoming calls from customers
- Providing progress updates on existing support incidents
- Investigate and manage customer billing queries
- Acting as a point of escalation for any customer queries or concerns
- Co-ordinating the ongoing delivery of contracted services
- Managing any day-to-day issues associated with the services being provided to the customer
- Ensuring services are being delivered in line with defined agreements and targets
- Gathering and reporting on customer feedback following completion of service requests and customer satisfaction surveys
- Investigating and responding to customer complaints

Knowledge, Skills and Experience Required:

Essential

- Demonstrate a clear understanding of the importance and value of delivering high quality customer care
- Previous experience of working within a customer service environment
- Have an enthusiastic, committed, and flexible approach to work
- Be able to spot emerging problems

- The ability to work well to deadlines and remain calm under pressure
- An excellent standard of both written and verbal communication skills
- Highly motivated with the ability to work on your own initiative
- Ability to work well with other teams in order to drive through service improvements
- Proficient in the use of Microsoft Office applications
- Previous experience working within a similar, customer facing role
- Excellent problem-solving ability

Desirable

- Basic understanding of how IT Services are delivered
- Previous experience of working within an IT environment
- Previous experience dealing with customer complaints

Competencies:

- Decision Making
- Customer Service
- Collaboration
- Adaptability
- Detail Focussed
- Quality Focussed
- Taking Accountability
- Self-development

Qualifications:

No formal qualifications are essential for this role; however, the successful candidate will have a proven track record in a similar role, will have attained a good all-round standard of education and have a strong knowledge of current IT technologies.

Reporting Lines:

This role is part of the Service Management Team and reports to the Customer Experience Manager.

Salary:

£19,000 to £23,000 per annum, dependent on experience.

Location and Working Arrangements

The position offered is based out of **atom.** Newcastle offices with a level of flexible of home working. Additionally, you may, on occasion, be required to work at customer locations throughout the UK. The working hours are normally Monday to Friday, 09:00-17:30 with 1hr for lunch, although extended hours may be required to meet customer requirements.

Reporting and Department:

The role will report directly to the Technical Manager and will be part of the Support Team.

Benefits:

- Enhanced Maternity and Paternity pay
- Unlimited annual leave
- Contributory pension scheme



- Discounted Gym membership
- 24 hour employee assistance
- Health Plan including: eye care, dentistry, physio, 24 hour employee assistance