

Job Description

Job Role: Technical Support Advisor

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The purpose of this role is to provide a high level of Customer Service to the company's customers and resellers, and to support the Sales & Marketing activities performed by the Field Sales Managers.

About this role

As a Technical Support Advisor you will contribute to our team success by:

- Proactively supporting our customers, our resellers, and our FSMs and act as an interface to the organisation
- Managing customer relationships by providing customers with a central point of contact for support
- Providing first response to customers enquiries and/or fielding these to the responsible person
- Managing Customer Queries including product faults, customer complaints, shipping errors and upgrades
- Liaising with technical and manufacturing to manage customer returns for warranty claims, repairs and modifications, and responding appropriately to the Customer

How do you make an impact?

As a Technical Support Advisor you will have the opportunity to support and enhance CoolLED's reputation for excellent customer service. You will act as the first point of contact for many customers pre- or post-sale and will put our belief in customer focus into action. You will drive the customer experience and provide feedback into the organisation to act as the voice of the customer.

We think this position is right for you if...

- You have a strong Customer Service ethic
- You are comfortable understanding technical problems
- You are a good communicator
- You are conscientious and reliable
- You are keyboard & computer literate
- You have good attention to detail
- You are reasonably numerate
- You fit into small company atmosphere and environment

- You enjoy solving challenges and seeing them through to conclusion
- You can manage a busy and varied workload
- You can listen to customer explanations and ask questions to identify the issue

This position is based at our headquarters in Andover. Staff are expected to be willing to travel as their role requires to visit customers and partners worldwide.

CoolLED's Mission

To advance science and industry with cutting-edge, solid-state illumination systems that transform optical inspection and imaging research to better people's lives

Our Values

Ambitious



in what we plan to achieve

Committed



to deliver our ambitious plans

Supportive



of our customers, each other and the environment

Innovative



in how we solve challenges