

Summary

ExpenseIn is an innovative, modern and rapidly growing company providing remote working in a fast-paced environment. Working at ExpenseIn is exciting, dynamic and offers fantastic career progression. ExpenseIn, the trading name of Mobile Dynamics Ltd, is seeking a Customer Support Specialist to support one of the UK's leading cloud-based expense management solutions.

You will be responsible for providing first line support to ExpenseIn's global clients whilst maintaining our "customer-centric" ethos.

The role:

- Work as part of a busy operational team to deliver first class customer service to all stakeholders.
- Guide customers on best practices of expense management and HMRC expense regulations.
- Support new and existing customers with patience through various communications channels including but not limited to, live chat, email and telephone.
- Guide and support users of ExpenseIn products while transferring system knowledge with an excellent, and adaptable communication style.
- Maintain full product knowledge of services and features.
- Perform regular user acceptance testing on new and improved features on both the ExpenseIn mobile app and web portal.
- Work closely with our Development team to help identify and resolve user issues in line with business SLAs and OLAs.
- Produce learning and development help documentation to a high standard for customers and colleagues use.
- Maintain and enrich the support knowledgebase.

Essential Requirements

- Must have a high degree of organisational skills including prioritisation, scheduling and time management.
- Advanced skills in MS Excel, MS Word, and MS PowerPoint.
- Excellent verbal and written communication skills.
- Passionate about delivering excellent customer service.
- Understanding of different file formats including txt, csv, xml and Excel.
- Experience in using data mining tools.
- A suitable home working environment.

Desirable Requirements

- Minimum of 2 years working within a B2B customer service or IT Service desk role.

- Experience of working within a high-pressured operational environment.
- Experience and knowledge of how to link business systems to improve business processes.

Benefits

- Competitive salary
- 25 days holiday
- Private health insurance
- Home-based role

Check out ExpenseIn's [Career page](#) for more information.