



Junior Support Role

Team:	Support and Operations
Reports to:	Support and Operations Team Leader
Contract Type:	Permanent, Full Time
Location:	2nd Floor Walbrook Wharf, 78-83 Upper Thames Street, London EC4R 3TD

About Reevoo

At Reevoo we believe that a transparent relationship between brands and consumers is better for both. Over 200 brands agree with us and use our Ratings & Reviews, Social and Customer Intelligence products to engage with, listen to and learn from their customers.

We also believe we can help everyday people make better decisions about what to buy by connecting them with likeminded people. That's why we're always innovating – creating new tools for customers to express their opinions and constantly improving the ones we have.

We don't settle for average. We want to make cool stuff that serves a good purpose. If you work with us, you will too.

We're looking for a bright, pro-active and dynamic individual, who possesses excellent client-facing, analytical and troubleshooting skills for our expanding Support and Operations team. You will work closely with all our departments, from Sales through to Development, and be responsible for ensuring customer and consumer queries are resolved in a quick and efficient manner so we maximise the impact our solutions have; delivering and demonstrating outstanding results against KPIs. You will establish a reliable and consistent value added partnership by supporting the client on a day-to-day basis and be responsible for the everyday happiness of our customers.

Role Description

Within the Service Delivery team, the Support and Operations team supports all existing customers, helping them get the very best from their investment in Reevoo. This includes answering customer queries, suggesting improvements, providing industry knowledge, and technically reviewing the solutions that have been implemented; as well as discussing other ways in which the Reevoo solutions can provide benefit. Behind the scenes we also oversee the entire customer engagement and review collection process, from the sending of millions of emails to the management of moderators, to the effective publication of millions of reviews. We have a relentless desire to optimise every step of the customer journey to drive maximum engagement and results.



Responsibilities

You will be in a role at the heart of the business with touch points across multiple teams. On a typical day in our team you will:

- Support customers and consumers with questions and troubleshooting issues. This requires you to investigate their deployment, possible changes and benefits of different set-ups
- Keep accurate records of discussions with customers and consumers, within the company customer relationship management (CRM) system
- Catch problems fast and lead action plans to fix them, working closely with product and development teams
- Undertake the day-to-day management of customer feed processing, including checking for data accuracy
- Help the Services team to maximise KPI performance globally and at client level to ensure we continue to differentiate against our competitors
- Analyse the review collection process, handling day to day tasks whilst also identifying areas to test and improve performance for all clients
- Completing projects that bring benefits to both Reevo and our customers
- Working with clients and internally on various product feeds and ensuring our product databases are properly maintained
- Managing and responding to queries from our consumers, helping identify resolutions whilst providing exceptional customer service
- Decreasing the number of questionnaire errors by mapping categories in the internal platform

Skills & Experience

This position requires the following essential skills and experience:

- Have experience in an Application Support role is preferred
- Have a science/mathematics/IT degree or equivalent qualification
- Have a strong technical background; basic knowledge of SQL and web technologies (HTML and/or JAVA) are strongly desired.
- Take a logical and organised approach to problem solving, asking appropriate questions to facilitate the collection of information required
- Understand software development lifecycles
- Are proactive, keen to take on responsibility.
- Are organised, able to meet deadlines and work on many things at once
- Are articulate and possess excellent communication skills
- Are a team-player who is able to work unsupervised
- Ideally have fluency in another European language
- Are hungry to be in a challenging environment in a fast growing tech company

Reevo is an Equal Opportunities Employer.

Please note: we can only consider applicants with the current legal right to work in the UK.