

**Role:** Customer Support Executive  
**Location:** Hybrid - St Albans, Hertfordshire  
**Salary:** £25,000 - £30,000 per annum

**About Amthal:**

We are one of the nation's trusted life safety and security partners. Our mission is to design, install, maintain & monitor electronic life safety and security systems to a level of best-in-class compliance. We deliver this whilst providing an unrivalled customer experience and professional service.

With over 25 years of trading, we have a well-established presence in the industry.

Our vision is to scale a sustainable business through the continuous development and investment in our people; and this is where we need you...

**About the role:**

As a Customer Support Executive, you will handle complex customer queries that go beyond the first line of support. You will trouble shoot, provide solutions, guide customers through using our services, and ensure issues are escalated appropriately. You will work across phone, email and chat channels, update internal databases, and share feedback with other teams.

**Key Competencies:**

- Respond to customer queries promptly across multiple channels and identify customer needs.
- You will interact through telephone enquiries, emails and live chat functions
- You will act in a hands-on day to day, interactive customer support role
- Identify and escalate key details about enquiries, conducting an investigatory process to understand and identify customer focused resolutions
- Monitor timeline and progress of customer queries, including Google and Trust Pilot reviews, surveys. Identify trends and provide assistance
- Perform customer query tracking tasks, including accurately updating customer records and logging interactions
- Accurately maintain internal databases with information, using both internal and external software's
- Identify and share development opportunities from customer feedback, feature requests and effective workarounds with the wider business
- Assist in training and supporting team members in development roles. Through these interactions uphold high service standards
- Answer customer queries before triaging where possible, this could include contact detail updates, sourcing information or providing professional advice on the query

## About you:

You are adept at troubleshooting product and service issues and are familiar with help desk software and Simpro systems (desirable). Your communication and problem-solving skills are excellent, and you can juggle multiple queries in a high-volume environment. Patience, finding solutions and a customer-centric mindset are essential to you.

## Why we think you would love to work with us:

Our mission to scale our business is driven through the organic growth of our people. We achieve this by offering a supportive and flexible working environment where continuous investment and development will enable you to thrive.

Join our team where your dedication and integrity will be recognised with opportunity and progression. Our success lies in creating a working environment where every individual is motivated to work collaboratively exceeding the expectations of our customers. We value our people and will support you to deliver on all aspects of our business with integrity and dedication.

## What we offer:

- A commitment to work life balance including a 9/10 day working fortnight
- 25 days' holiday, plus Bank Holidays, increasing to 35 days (1 extra day per annum, up to 30 days & additional 5 days after 10 years' service)
- Salary sacrifice pension scheme
- Death in service insurance (x3 base salary)
- Wellness & Employee Assistance Programme (EAP)
- 24-hour GP and mental health care support
- Continuous Professional Development - Amthal Academy & Fast Track programmes
- Quarterly development check-ins with your line manager
- A culture of recognition, including team member of the month award
- Annual company conference day to share strategic plans & celebrate success

## Our selection process:

1. Please apply by uploading your CV via our careers page: <https://www.amthal.co.uk/careers/>
2. A Teams interview with our Customer Excellence Manager to ensure that there is a skills & values match
3. Following a successful Teams interview, you will be invited to a face-to-face interview at our St Albans HQ with the Customer Excellence Manager and Head of Operations for a formal interview process and presentation
4. We will call you to confirm the outcome. If you are successful, we will send a written offer and commence the usual security vetting & checks required in our industry

