

Service Assurance – To join our Service Assurance Team

Southern Communications established in 1965 are a supplier of business to business telecoms products and services. Our objective is simple – to be the preferred telecoms provider for businesses in the UK, backed up by market leading customer service.

Working to foster long term relationships with customers, we believe in a partnership approach to business, carefully assessing our customer's needs before providing the telecoms package suited to them.

Based in Dummer, our services fall into five distinct but related areas:

Fixed Lines & Call Charges – Phone Systems – Data Connectivity – Business Mobile - VOIP

This is a busy and varied role in our Service Assurance team, this team are the first line in delivering excellent service and support for our clients support or change request needs. The majority of this role is inbound call based and will involve the triage and prompt resolution of any customer requests. You will work closely with other specialist support teams which makes the role both interesting and demanding, good attention to detail and a passion for providing inspiring customer service is essential along with a positive minded can do approach to work.

The Ideal candidate will have a helpdesk background and some technical telephony hosted troubleshooting would be preferable such as on the Horizon, Altos and BT platforms. Previous experience in a problem-solving environment with a high interest in technology and innovation. Delivering the customers expectations in a timely, efficient and friendly manner. You will also get involved in setting up additional services for existing customers and will be expected to support team members at all times.

Excellent verbal and written communications skills are a must as you will be one of the first people within Southern Communications that the customer will deal with and we pride ourselves in good customer care

We are looking for someone who is dedicated, loyal and looking to stay long term. Someone who is tenacious with an ability to think on their feet whilst under pressure and can work on their own initiative are all necessary in this customer focussed environment.

You will be working closely with our Service Assurance Supervisors and an experienced team so there will be plenty of on-the-job training and support provided on a daily basis.

Good Experience of Microsoft Office and Microsoft Excel essential.

Good basic salary dependant on experience