

## Customer Support Specialist

### Summary

ExpenseIn, the trading name of Mobile Dynamics Ltd, is seeking a Customer Support Specialist to join the UK's leading cloud-based expense management solution. ExpenseIn is an innovative, modern, and rapidly growing company providing remote working in a fast-paced environment.

In this role, you will be responsible for providing first-class support to all users of the system. Your detailed knowledge of the system, coupled with a comprehensive understanding of customer needs, will ensure that you provide a tailored and excellent service.

The ideal candidate will be passionate about showcasing their technical product knowledge in a customer-centric environment.

### Main Responsibilities

- Work as part of a busy operational team delivering first-class service to all company stakeholders and customers.
- Guide customers on best practices of expense management and HMRC expense regulations.
- Perform regular user acceptance testing on new features and feature enhancements on both the ExpenseIn mobile app and web portal.
- Support new and existing customers with patience through various communications channels including but not exclusive to, Live Chat, email, and telephone.
- Guide and support users of ExpenseIn products while transferring system knowledge with an excellent, and adaptable education style.
- Maintain full product knowledge of services and features.
- Continuously improve the customer-facing learning material to a high-quality standard.
- Adhere to company policies and procedures while contributing to departmental procedure continuous improvement.
- Work closely with our technical teams to help identify and resolve system issues in line with business-as-usual SLAs and OLAs.
- Maintain and enrich the support knowledge base.
- Any other duties

### Essential Candidate Requirements for Role

- Advanced skills in MS Excel, MS Word, and MS PowerPoint.
- Understanding of different file formats including txt, CSV, XML, and Excel.
- Excellent verbal and written communication skills
- Hold enthusiasm for delivering excellent customer service.

- Experience in working within a high-pressure service desk operational environment.

#### Desirable Candidate Requirements for Role

- Minimum of 2 years of customer service or IT Service desk experience.
- Experience working in a financial services environment.
- Experience and knowledge of how to link business systems to improve business processes.