



## Customer Success Representative

**Salary:** DOE.

**Location:** Blanchardstown, Dublin 15.

**Reporting to:** COO.

**Job Type:** Full-time, Permanent.

**Hours:** Office based Monday to Friday 09.30-6.00. 1 hour lunch.

**Annual Leave:** 20 Days.

**Benefits:** Pension & Health Care after 6 month probation.

**Start Date:** TBD.

### Rural WiFi - Who We Are

Founded in 2015, Rural WiFi provides wireless broadband services to rural areas of Ireland and the UK. As Ireland's only WiFi broker, we have four options to choose from ensuring we have a solution for everyone! Our mission is to bring broadband to everyone across Ireland and the UK. Rural WiFi is a sister company of FleetConnect, the largest Transport WiFi network in Ireland and Let's Connect who deliver an enhanced Wi-Fi experience to the public hospitality sector.

### Want to join an award-winning team?

Voted Best Emerging Telecoms Company at the 2021 Irish Enterprise Awards.

Bonkers.ie National Consumer Award 2022 Runner Up - Best Customer Service.

### The Perfect Candidate

As a Customer Success Representative (CSR), you will be teaming up with the Rural WiFi Sales and Support teams to nurture a portfolio of Rural WiFi customers. You will be responsible for coordinating ongoing customer facing activities with the Sales team and customers, making sure follow ups and callbacks are occurring on schedule with the goal of ensuring customers are getting visible value from their service with Rural WiFi.

Customer After Care is at the forefront of this role, a focus on customer retention, customer satisfaction and finding opportunities to up-sell accessories to enhance the customer experience.

This is a high-profile customer-facing role requiring outstanding relationship management, structure and follow up skills. The ideal candidate is detail and results-oriented, with strong communication and problem-solving skills.

### Key Objectives

- Callback tasks to all new customers
- Maintenance and updating of CRM
- Handling inbound customer calls and queries through to resolution with focus on first-time resolve.
- Basic technical troubleshooting over the phone on a range of different products.
- Taking ownership of calls and ensuring all steps are carried out to support a resolution with customers.

- Deal efficiently & effectively to all customer queries whilst maintaining excellent customer service through every call.
- Taking appropriate responsibility to process confidential information in a secure manner.
- Managing regular touch points with every customer to gather customer usage and satisfaction information.
- Creating customer interaction plans working back from signup dates
- Identifying at risk customers, escalating and coordinating efforts to eliminate risks
- Act as an escalation point to drive resolution in a timely, proactive manner
- Monitor customer health by tracking product usage and customer satisfaction
- Communicate regularly with account teams, as well as with other functions such as support, sales and account management to provide feedback and insights
- Support HubSpot and SAGE administrative updates

### **Essential Candidate Skills And Experience**

- Previous experience within a call centre/customer service environment is an advantage.
- CRM experience - HubSpot is desirable.
- Sense of ownership and pride in your performance and its impact on a company's success.
- Performance driven, and able to work under pressure and to tight deadlines.
- Self-motivated with a proactive attitude.
- Driven and able to work proactively by yourself.
- Taking care of the details. Is accurate in recording information clearly and concisely.
- Organised.
- Good time management.
- Team player.
- Exceptional persuasive verbal skills with email and telephone skills and a high level of attention to detail.

### **Minimum Qualifications**

- People person.
- Good attitude.
- Doesn't get stressed out by a difficult customer.

### **Additional Qualifications**

- 1 year of professional work experience is preferred.

### **COVID-19 considerations:**

All COVID safety measures are in place to ensure a safe work environment.