



Job Title: Customer Service Support Specialist

Location: Crowborough, East Sussex, TN6 2SL

Salary: Up to £25k per annum, dependent on experience

Contract: Permanent, Full Time

Established in 2004, Selectapension provides specialist pension and investment planning software for financial advisers, Banks and Pension Providers. The firm expanded rapidly since launch to its current size with 30 staff and a turnover in excess of £2 million.

This vacancy provides a fantastic opportunity to work locally for an expanding and forward thinking company, with scope for internal career progression. Selectapension are a professional but friendly company offering great benefits such as company pension scheme, health scheme, death in service benefit and reduced gym membership fees.

Job Description:

Duties will vary according to the demands of the business but would typically comprise:

- Supporting our client user base via telephone and email on the use of Selectapension software.
- Maintaining accurate client engagement records on the company CRM system.
- Ongoing maintenance and validation of information, ensuring the Selectapension software remains market leading.
- Involvement in design and development of new products / projects, including testing through to live release.
- Creation and implementation of products and system testing.

Person specification:

Comprehensive on the job training will be provided, however ideally you will be highly motivated and have the following personal attributes:

- Excellent and proven telephone customer service skills.
- High level capability of using MS Office applications and in particular Excel.
- High Level analytical / problem solving skills.
- High level of personal accuracy with a keen eye for detail.
- Excellent written and verbal communication skills.
- Ability to work as part of a team or independently.
- Excellent time management skills.

Working Hours: 9 am – 5.30 pm Monday to Thursday, and 9 am – 5 pm Friday.

Annual Leave: 24 days plus Bank Holidays (increasing with length of service).