



## JOB DESCRIPTION

# Customer Service Lead

**Reports to:** Customer Success Lead

**Team:** Sales

**Location:** UK

## We are Circus Street.

**Circus Street is the only specialist provider of online training in digital skills, specifically designed for global enterprises.**

We know that digital skills are crucial in modernising enterprises, and we partner with clients to deliver learning linked to specific business goals: working together, this focused approach drives impressive business results.

Our exceptionally engaging training covers topics from eCommerce and data analytics to digital marketing to help teams understand how technology is changing the relationship between businesses and their customers. Alongside this, we have an award winning culture offering a range of personal benefits from creative leave days to our exceptional personalised wellness offering - but don't take our word for it! Check out our video here <https://vimeo.com/195957703>.

We work with more than 200 'Fortune 500' brands around the world, to populations ranging from 100-100,000+ users. Come and join us...

## Job Purpose

As a Customer Service Lead with Circus Street you are seen, both internally and externally, as the authority on delivering the best experience to our inbound learners. You will oversee the

operation of our Helpdesk and manage a Customer Service Agent. You will advise and implement best practice, lead customer service projects, and work closely with the Tech, Product and Account Management teams to provide quick and friendly results for our clients. Your experience in previous customer service roles will be crucial in bringing new processes and disciplines to our teams and clients.

## Key Responsibilities

- Being proactive and spearheading all customer service initiatives such as; improvements to the workflow, building a knowledge base from scratch, improving how we use the features on our platform (Zendesk), improving our response times from other members of the business (account management and tech teams)
- Be hands on and become an expert on all things Circus Street product so you can easily troubleshoot without assistance
- Be proactive and work with the account management teams to update the knowledge base for client specific challenges (before and after launch)
- Leading the strategy of the customer service team, coaching the customer service Agent to ensure customers receive friendly, efficient and accurate service
- Working as the lead of a team to handle a large volume of inbound enquiries, and constantly helping to improve the efficiency of this process (e.g. by maximizing the amount of questions solved through self-help on our knowledgebase, and speeding up time to reply to tickets through use of automations and macros).
- Replying to customer queries with professional, friendly, and informative responses.
- Lead the implementation of new Zendesk features
- Own the Zendesk and Circus Street vendor relationship to ensure we are optimising features and functionality
- Develop Service Desk SLA and ensure they are adhered
- Report results on all things customer service (SLA's, ticket trends) to wider business
- Writing and updating Macros, tags and filters in Zendesk to enable speedy, professional and informative replies to common questions.
- Setup Support Centre Knowledge base to improve the quality of our self-serve support.
- Lead research and make recommendations to our Product team to improve the customer service experience, using forward facing technology such as chatbots and AI
- Liaising with the Account Management team to ensure clients and learners are informed of the outcome of support requests and escalate when required
- Working with our Technology team to ensure bugs and issues are prioritised correctly and fixed in a timely and efficient manner

## The Circus Street Mindset:

- **Empowerment** - Solving difficult challenges, embracing ownership.
- **Self-Awareness** - Making positive behavioural change, moving towards higher personal success.
- **Optimism** - The way in which we approach a challenge, determines the experience and outcome.

## Skills, Education and Experience

- 3+ years experience in a customer service or related role
- Project management experience - Must be a self starter
- A consistent track record of creating and implementing new process
- Strong written English communication skills
- Strong interpersonal communication skills
- Advanced knowledge of service desk platforms
- Database knowledge is favourable
- High degree of drive and self-motivation, as well as being a positive team player
- Excellent time management

## Sounds great doesn't it? And in return we offer...

- Private Healthcare for everyone upon joining us
- Dedicated Wellness Manager to help you achieve an optimal state of health and wellbeing
- 6 Personal Development Days per year
- 6 Volunteering Days per year
- Competitive salary
- Working from home (subject to internal guidelines)
- 25 days annual leave per year with an additional duvet day
- 4pm Friday finish
- Company Pension Scheme
- Variety of clubs and activities (incl Run Club, Herb Growing, Candle Making to name a few)
- Life Celebrations: Birthdays, Weddings, Baby Showers - we love to celebrate them!
- Cycle to Work Scheme. Up to the value of £1,000 (available upon successful completion of probation period)
- Diversity and Inclusion Committee: you can choose to attend events and learn about a range of topics from Faith, Gender Equality, Racial Equity, LGBTQIIA+ and neurodiversity.

- Access to 'Headspace' the meditation app and 'House of Wellbeing' MindTalks to keep you psychologically fit.
- Weekly CBT Sessions with our in-house Therapist.
- Access to our in-house Registered Nutritional Therapist.
- CS Benefit Hub. A place for you to access a huge variety of retail and leisure discounts and access cashback deals from tech giants and wellbeing providers.
- Eyecare and ergonomic check ins.

We're also proud to be recognised in 2021 as one of London's Top 50 Mid Sized Companies to work for. Get in touch to find out more.

