



Job Description

Job Title: Customer Service Assistant
Reporting to: Customer Service Team Leader
Location: Swansea

Job Purpose:

Being the provider of a great customer experience and understanding what SANS community want from a Cyber Security Training Provider. To continuously improve our service levels by handling queries in an effective manner, problem solving and finding a suitable solution while creating a positive working environment for all customers and colleagues.

Main duties and responsibilities:

Operational

- First point of contact for all customer enquiries regarding SANS EMEA.
- Liaise with all SANS teams regionally and globally in relation to customer service issues, providing advice, guidance, and support to both sales team and clients across the EMEA region.
- Build rapport by interacting with customers, delegates via email and telephone, providing solutions that meet their expectations.
- Respond to customer requests in a timely manner via email or telephone.
- Logging, updating, and creating tasks through the ticketing system as and when required.
- Process payments over the telephone with customers.
- Checking invoices on behalf of billing and providing customer updates as required.
- Liaise with customers regarding all queries pertaining to events, registration, and payments.
- Provide basic technical support and account administration for SANS delegates across the EMEA region.
- Allocating leads to the sales team for verification.
- Occasional travel to London Events to assist the Event Managers and help with delegate registrations.

Other

- Form key relationships with delegates and customers to ensure that they are receiving a world class service.
- Offer support internally to all departments across EMEA when required.
- The ability to communicate in French is essential for this role.