



Job Description

Job Title: GIAC Operations Specialist
Reporting to: GIAC Operations Team Lead
Location: Swansea (Office Based)

Job Purpose:

As a GIAC Operations Specialist, you will play a pivotal role in delivering a world class service within the GIAC & Administration business unit. You will provide the best technical customer support by communicating directly and honestly with our customers, vendors, and internal stakeholders. The successful candidate will need to demonstrate a high standard of customer service and professionalism. The role will encompass continuously improving our service levels by handling tasks in an effective manner, problem solving and finding a suitable solution while creating a positive working environment for all customers, vendors and colleagues.

Main duties and responsibilities:

- Respond to customer inquiries and requests in a timely manner.
- To offer support to our customers, answering inquiries via telephone and email communication.
- Evaluate workflows, processes, and services to improve customer experience.
- Work closely with international customer support and operational teams.
- Conduct Tier 1 system/interface troubleshooting, as needed.
- Identify & propose executable resolutions related to customer experience.
- Develop and apply an in-depth understanding of program policies and objectives.
- Maintain awareness of internal goals, procedures, and changes across various business units.
- Follow protocols to protect intellectual property & uphold accreditation standards.
- To support and maintain GIAC policies & processes while supporting the company brand and mission.
- Carry out additional responsibilities as requested by GIAC leadership.