



Job Description

Job Title: Customer Service Assistant, Germany

Reporting to: Customer Service Team Leader

Location: Office Based, Swansea

Job Purpose:

Being the provider of 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 Responsibilities

- First point of contact for all enquiries regarding SANS EMEA.
- Liaise with all departments globally, providing support for the sales team and clients across the EMEA region.
- Build a 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 as and when required.
- Process payments over the phone with customers.
- Checking invoices on behalf of billing and providing customer updates as required.
- Liaise with customers regarding all issues pertaining to events, registration and payments.
- Provide basic technical support and account administration for SANS delegates across the EMEA region.
- Provide support to the Sales team.
- Lead Allocation Verification.
- Occasional travel to London Events to assist the Event Managers and help with delegate registrations.
- Support for all other teams when required.
- General support for all other departments as and when required.

Other Responsibilities

- Form key relationships with delegates and customers to ensure that they are receiving a world class service.
- Managing the process of delegates payments.