

# CLIENT SUPPORT ASSISTANT

## MAIN PURPOSE OF THE JOB:

As the Client Support Assistant, you'll gain exposure to the wide variety of ways in which JGP interacts and provides value to our customers.

Your main responsibilities will be ensuring that we give our customers the best possible frontline support on our software platform and that our service-based products are delivered to the highest standard.

The role will allow you to understand how we operate as a business, offering opportunities for growth and development in your career.

## MAIN TASKS OF THE JOB:

- Frontline support, managing and tracking telephone and email support, responding to client queries.
- Liaising with our development team, reporting and logging software bugs.
- Once proficient on our software platform, taking a proactive role in achieving our customer success objectives.
- Processing and completing product related tasks such as job uploads onto the JGP platform or creation of job board advertisements.
- Opportunity to learn and become proficient in skills such as pay-per-click advertising and copywriting for job adverts.
- Working with internal stakeholders and recruitment specialists to support on the delivery of resourcing services.
- Assisting with testing on new software features where required.
- Ensure all work is carried out consistently, and to the standards that are expected both by clients and internally by JGP.



The job description is not intended to be an exhaustive list of your responsibilities. We reserve the right to require you to undertake such other tasks or duties, as may be appropriate to your status, experience and capability. We reserve the right to transfer an employee from one job to another and from one department to another, subject to capability, in order to benefit the efficient operation of the business.