

# Hello.

## We are Eagle Eye.

The Customer Support Analyst

Location: Toronto

Reports to: The Operations Director

Date: November 2020

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## About the role.

The Customer Support Analyst is the contact point for all issues raised, both from internal and external clients, delivering a first-class service to customers.

They must be able to work under pressure, in a high-volume environment. Customer satisfaction is at the heart of everything they do, they learn quickly and hit the ground running.

The Customer Support Analyst is adaptable and flexible in supporting business success and customer needs.

### TYPICAL DUTIES INCLUDE

- Proactively nurturing existing customer relationships by providing an excellent level of customer service on a day-to-day basis
- Resolving all customer issues and complaints quickly and tenaciously, ensuring that the integrity of the relationship is maintained
- Delivering a professional service to our customers
  - Communicating effectively over the telephone, striving for one call resolution
  - Communicating via email, responding swiftly to any queries or requests for information
- Developing and maintaining effective communication channels with all departments, ensuring that necessary support and information is transferred
- Documenting known issues and workarounds in a concise and clear manner
- Using existing solutions to assist in troubleshooting and escalation of issues
- Sharing knowledge with other team members and other teams within the business
- Expanding the role through knowledge transfer from other teams
- Working within defined SLAs
- Having a full understanding of our clients' use of our platform and service
- Troubleshooting issues through log inspection, testing and 3<sup>rd</sup> party applications
- Escalating and communicating to 3<sup>rd</sup> line and Development teams, whilst keeping clients informed
- Ensuring compliance processes are followed at all times

# About you.

## YOU HAVE

- Experience of working in a service delivery role
- Experience of working in a high volume fast paced environment
- *Experience in Coupons, Loyalty and Stored Value (DESIREABLE)*
- A commitment to providing an outstanding level of customer service
- Excellent communication skills both written and oral
- Exceptional attention to detail
- The ability to self-manage workload
- The enthusiasm to learn new things and continually develop
- The desire to resolve new and existing customer issues quickly and efficiently
- Strong commitment and positive attitude to service delivery
- Secondary level qualifications
- *Educated to degree level or equivalent (DESIREABLE)*
- *ITIL foundation or equivalent (DESIREABLE)*

## YOU ARE

- Customer centric and focused on customer satisfaction
- Able to adapt quickly to change and be flexible
- Highly analytical and an excellent problem solver
- Able to work autonomously
- A strong team player
- Able to solve problems and view potential solutions

# About us.

We are a business run by the ex-deputy CEO of Tesco and our founder still plays a huge part in our business. We are expanding rapidly and going global, with offices now in the UK, Canada, Australia and USA meaning there are plenty of opportunities for progression.

We love being social and get together for beers (or soft drinks!) and snacks every Friday, as well as an annual company summer event and location-specific Christmas parties.

We have cool tech. We've recently moved to Google Cloud and we are helping our people become Google Certified. We have some huge clients such as Loblaw, South Eastern Grocers, John Lewis & Partners, Asda, Greggs, JD Sports and Tesco.

We also like to give back, so we support local and larger charities through various events organised by our charity committee. We foster an environment promoting good mental health and now have qualified Mental Health First Aiders within the business. We create an environment in which people are empowered to create their own solutions, challenge existing methods and make their own decisions.

# We look forward to hearing from you!

**Eagle Eye Solutions Ltd.**

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Commercial in Confidence

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