



CUSTOMER SUPPORT SPECIALIST

JOB DESCRIPTION

The role:

We are looking for an enthusiastic, people-orientated problem solver to join our young and energetic Customer Support team, to ensure that our school and home users experience an excellent level of customer service. This is an exciting opportunity to work with an innovative ed-tech company that is having a huge impact on maths learning worldwide.

About Maths Circle Ltd:

We are a small but rapidly growing team based in Bedford, founded 4 years ago by a maths teacher with a passion to improve children's basic numeracy skills worldwide. Our main product is Times Tables Rock Stars, an award-winning maths learning platform, which is used in more than 14,000 schools (and by 20,000 families) in the UK and in over 100 countries worldwide to help improve pupil recall and confidence in times tables. We have just launched our new product, NumBots, which tackles recall and fluency in mental addition, subtraction and number bonds. The Maths Circle mission is that every child leaves school saying "I was good at maths".

All members of our customer support team work flat out to keep teachers, parents, pupils, headteachers, etc as happy as possible with our service. It's not just about the tech, we want to delight all stakeholders constantly.

Job Responsibilities:

- Being fully familiar with the web and app based products of Maths Circle, namely, Times Tables Rock Stars and NumBots.
- Being the first point of contact for customers when they have an enquiry over the phone, email, and instant chat (using our Intercom messaging system).
- Responding to customer issues quickly and where necessary troubleshooting technical problems to help understand and resolve the issue.
- Liaising with other team members (in particular our technical/development team) to ensure prompt and satisfactory resolution for the customer.
- Reflecting on our customer feedback tools and using the feedback to highlight where improvements can be made.
- You'll also have the opportunity to get involved in other tasks and projects, such as helping to set up new customers, improving retention rates, helping to improve user experience, and make our systems more efficient.

Typical Cases:

A customer wants...

1. Reminding of their subscription expiry
2. To be walked through how something works



3. Help finding something on the website
4. Advice on how it works
5. Information about costs
6. To offer a suggestion
7. To report an issue or make a complaint
8. To organise a competition
9. Certificates for their pupils
10. Username labels for their class

Experience and characteristics we are looking for:

- Experience working in schools at any level, ideally classroom based, preferred.
- Great customer service ethos to ensure support is of the highest standard.
- Excellent written and verbal communication skills.
- Tech savvy and a willingness to learn and become familiar with our apps and websites so you can promptly investigate and efficiently diagnose problems to find quick solutions.
- Organised with an ability to remain calm under pressure and switch between tasks effectively.
- Passionate about the company's mission and eager to make your mark.

You Will Get:

Competitive Salary.

28 days holiday (including bank holidays).

Training and ongoing support will be provided.

We Are Looking For:

Full-time permanent position.

Hours are 9.30am – 5.30pm.

Based in our office in Bedford.

Applying for this job:

To apply for the job, please email us at recruitment@mathscircle.com with your up-to-date CV and a Covering letter explaining why you are applying and why you think you would be suitable for the job. Please also confirm when you would be available to start.

Deadline for application: 5pm, Friday 11th October 2019

Job start date: As soon as possible

Our Contact Details: Please contact us at recruitment@mathscircle.com.

PLEASE NOTE: All applicants must have the right to work in the UK. We are unable to offer sponsorship at this time.