

Customer Support Agent London

At Cambridge Audio, we want you to hear your music at it's very best, as the artist intended it to be heard, with nothing added, nothing taken away. That's what we've always wanted because that's what music lovers like us deserve. It's why we we're constantly experimenting, solving problems and creating new kit. It's why we've been doing what we do for the last 50 years. It's why we're always trying to make the listening experience better. Pure. However you listen, whatever your budget, our goal is simple: Give you the best possible sound, at the fairest possible price.

We are on a mission to become the most talked about hi-fi company in the world and need someone to help ensure that we delight our customers whenever they choose to interact with us. Work is more than work, we are passionate about what we do and have fun doing it.

We're looking for a motivated and personable hi-fi enthusiast and music lover to join the Cambridge Audio Customer Support Team based in our London office.

We're a business full of great people who are encouraged to develop their careers and push their own creativity and progression. To find out more about us, visit:

www.cambridgeaudio.com/about-us

KEY RESPONSIBILITIES

- First line of response to enquiries via our web and telephone based Customer Support Centre, related to our expanding range of wireless and Bluetooth speakers, and core hi-fi and home cinema products.
- Troubleshooting a customer's enquiry and problem solving the situation within a tight deadline.
- Ensure that enquiries are responded to and resolved within agreed Service Levels and in a responsible and professional manner.
- Deliver meaningful and memorable experiences exceeding the expectations of customers that interact with Cambridge Audio support.
- Assistance in the creation of FAQs and setup guides for the support website to enable customers to easily resolve their query.

PERSONAL PROFILE

Experience:

- Preferably some experience in dealing with customers or end users
- Ability to work under pressure and meet tight deadlines
- Experience of Zendesk helpdesk system a bonus but not essential
- Competence in a second language (ideally German) also a bonus, but not essential

Personal characteristics:

- Passion for music & technology
- Personable and empathetic with a customer first attitude
- Excellent written and verbal communication skills
- Organized, ability to plan effectively and juggle priorities in a calm manner
- Self-motivated, proactive and confident

- Ability to understand detailed technical information and simplify complexity
- IT and MS Office literate

Salary: £22,500 / Negotiable depending on experience

To apply please email hr@cambridgeaudio.com

All applications will be treated in the strictest confidence.