



Job Specification

Position	UK Connected Services Support Executive
Reporting to	UK Connected Services Lead
The Company	<p>Brigade Electronics, established in 1976, is at the pinnacle of commercial vehicle and mobile plant safety. A founder and innovator of sensing and monitoring systems that have helped save countless lives across the globe for over forty years.</p> <p>Whilst our portfolio can be emulated, our commitment to vehicle safety, our reliable, trusted products and our dedicated team of experts, cannot. We invest in people as well as technology. Everyone in the Brigade family understands the life-changing significance of the products and service we provide and the importance of outstanding systems that work in the most demanding of situations.</p> <p>The Brigade Group organisation is based in the UK and has subsidiary companies in the USA, Canada, Germany, France, Italy, The Netherlands and Poland, and selling in to over 80 countries world-wide via our National Distributor network.</p>
Purpose of Role	<p>To provide administrative support to the Connected Services Team in providing exceptional customer service to our Connected Services Clients</p> <p>You will be expected to be able to work effectively and with a high degree of accuracy to maintain and update associated systems and databases.</p> <p>You will be expected to be able to communicate professionally and efficiently with customers, partners and internally.</p> <p>This is initially an office-based role with Hybrid working opportunities on completion of the probationary period.</p>
Key Responsibilities	<ul style="list-style-type: none">• Provide support to Connected Services Lead and UK Connected Services Operation Manager• Inbox and ISP Report Monitoring• Processing requests for new contract and connections from Partners or End User Customers• Maintaining and updating relevant databases• Carry out invoicing and monthly billing of services• Providing professional telephone and email support to customer's/installers, including internal support relating to connection issues and use of associated client software• Build positive and productive working relationships with key partner contacts and UK Sales team• Learn and thoroughly understand the related products and services offered by the company, and keep fully up to date in this respect• Learn and adapt to new systems as introduced by the business

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Person Specification

Essential	Desirable
<p>Education and Training</p> <ol style="list-style-type: none"> 1. Minimum 4 GCSE's at Grade C or equivalent, including Maths and English 	<ol style="list-style-type: none"> 1. Training in Microsoft Office 365 applications.
<p>Experience and skills</p> <ol style="list-style-type: none"> 1. Minimum of 2 years' experience in customer support role. 2. Computer Literacy 3. Knowledge of Microsoft Office 365 Applications 	<ol style="list-style-type: none"> 1. Knowledge of Microsoft Office 365 Applications 2. Experience in Telematics, SaaS or Mobile Communications
<p>Personality and Motivation</p> <ol style="list-style-type: none"> 1. Self-motivated and takes responsibility for own work 2. Ability to prioritise tasks and flexibility to multi-task 3. Eager to learn 4. Natural respect for company and colleagues and customers. 	
<p>Interpersonal Skills</p> <ol style="list-style-type: none"> 1. High level of communication skills with the ability to communicate effectively with customers, management, and colleagues 2. Helpful and approachable. 3. Strong focus on delivering excellent customer service. 4. Co-ordination and co-operation with other departments to ensure efficient working. 5. Participation in team meetings, training courses and workshops as and when required. 6. Always present a positive and professional image 7. Ensure that good customer relationships are established and maintained with prospects and customers 	

Communication & language skills 1. Excellent communication skills both verbal and written 2. Excellent telephone manner	
Other requirements 1. Excellent time management skills	

Employee Signature: _____

Date: _____