

Job Title: Customer Support Specialist	Business Area: Fulfilment	Reports to: Customer Experience team leader
<p>Introduction: NetNames is a leading provider of domain names, protecting critical online assets and internet-related services. Established in 1995, the company has registered hundreds of thousands of domain names. With a wide range of services, NetNames' clients come from many industries and include well-known companies including over 30% of the FTSE 100.</p> <p>Please refer to our website for further information: www.netnames.com/group</p>		
<p>Role Overview:</p> <p>The Customer Support Specialist is responsible for fulfilling customer orders and for providing customer support. Key to this role is ensuring customer orders and emails are processed within SLAs and to a high standard. The customer support specialist is required to provide a professional and excellent customer service contributing to the achievement of a high level of customer satisfaction.</p> <p>This role involves working with domain registries to define order requirements and communicating these requirements to customers in order to process orders as quickly and efficiently as possible.</p>		
Role Definitions		Personal Requirements for Role
<p>Primary Accountabilities:</p> <ul style="list-style-type: none"> • Provide professional customer support by telephone and email; • Resolve customer issues and queries promptly and efficiently; • Contribute to the achievement of team goals and service level targets; • Work with in house systems to ensure the successful registration, transferral of ownership and modification of international domain names (CCTLD's) including consulting with local offices to determine necessary documentation; • External communication to clients of requirements for individual registrations, technical updates or industry developments relevant to their business; • Developing and maintain professional customer relationships to improve the flow of communication, understanding and increased loyalty to the business; • Liaise with internal and external stakeholders in order to meet registry documentary requirements; • Provide advice and support to clients regarding domain industry procedures and legislation; • Ensure an accurate log/record is kept of all processes and their progress; 	<p>Experience:</p> <ul style="list-style-type: none"> • Experience in an administrative role; • Customer service experience; • Familiarity with Microsoft Office tools including Word-Processing, Database, Presentation, and spreadsheet programs; • Good knowledge of computers, technology and the Internet; • Knowledge of Domain Name industry desirable but not essential. 	

<ul style="list-style-type: none"> • Ad hoc administrative duties. 	
<p>Specific Requirements:</p> <ul style="list-style-type: none"> • Experience in a high-end administrative role; • Customer Service experience • Strong attention to detail essential; • Ability to work as a member of a team and under one's own initiative; • Self-Starting Attitude. • Flexible working hours (managing shifts to meet our global customer requirements) <p>Language skills are essential; French , Danish, Swedish or German</p>	<p>Qualifications and skills:</p> <ul style="list-style-type: none"> • Strong Oral and Written communication skills; • Excellent literacy and numeric skills; • Excellent time management and organisational skills; • Attention to detail essential; • Excellent telephone manner.
<p>Working Relationships and Interfaces:</p> <ul style="list-style-type: none"> • Registries & Registrars; • Account Managers; • B2B Customers. 	<p>Specific Behaviours:</p> <ul style="list-style-type: none"> • Excellent communication skills and telephone manner; • Exceptional attention to detail; • Excellent problem solving skills; • Self motivated and can-do attitude.