

<b>Job Title: Online Support Specialist</b>	<b>Business Area: Operations and Technology</b>	<b>Reports to: Customer Operations Manager</b>
<p><b>Introduction:</b></p> <p>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: <a href="http://www.netnames.com">www.netnames.com</a> and <a href="http://www.easily.co.uk">www.easily.co.uk</a></p>		
<p><b>Role Overview:</b></p> <p>The Support Specialist provides customer services to the Online customer base. They have an excellent telephone manner and communication skills. They have a willingness to serve our customers in a professional and timely manner and contribute to achieving a high level of customer satisfaction. They provide first line fulfillment support for domain name registrations and renewals.</p>		
<b>Role Definitions</b>		<b>Personal Requirements for Role</b>
<p><b>Primary Accountabilities:</b></p> <ul style="list-style-type: none"> <li>• Provide professional customer support by telephone and email;</li> <li>• Resolve customer issues and queries promptly and efficiently;</li> <li>• Contribute to the achievement of team goals and service level targets;</li> <li>• Administration of domain name registration orders and renewals.</li> </ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Customer services experience.</li> </ul>	
<p><b>Specific Requirements:</b></p> <ul style="list-style-type: none"> <li>• Diagnose and problem solve issues relating to DNS, email software, web;</li> <li>• Hosting platforms, ftp and web design tools;</li> <li>• Ownership of customer specific issues through to resolution;</li> <li>• Escalation of problems to management and development;</li> <li>• Monitor and administer internal system queues;</li> <li>• Process sales orders via telephone and email.</li> </ul>	<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• Excellent communication skills, both oral and written;</li> <li>• Advanced IT skills;</li> <li>• Strong understanding of DNS and domain registrations.</li> </ul>	
<p><b>Working Relationships &amp; Interfaces:</b></p> <ul style="list-style-type: none"> <li>• Online team and management;</li> <li>• Development and IT Support;</li> <li>• Domain Administration.</li> </ul>	<p><b>Specific Behaviours:</b></p> <ul style="list-style-type: none"> <li>• Excellent communication skills and telephone manner;</li> <li>• Exceptional attention to detail;</li> <li>• Excellent problem solving skills;</li> <li>• Self motivated and can-do attitude.</li> <li>• Language skills are desirable; French , Danish , or Swedish</li> </ul>	