



## The Customer Support Specialist Role

### What are we all about?

Founded in Birmingham in 2012, Orlo has grown to be the UK's leading platform to manage your digital conversations, managing millions of interactions every year. Orlonians are on a mission to build an amazing company that solves complex problems - and have fun along the way! We're a bunch of genuine people who work hard everyday to support our customers in managing their digital conversations. Our platform empowers users to handle their outbound and inbound messages from one handy inbox, so they can focus on what really matters - providing a great customer experience through digital channels.

### What are our values?

We're **bold**

We *graft*

We're **curious**

We *give a sh\*t*

We're **genuine**

### Who do we work with?

Over 300 leading brands use our platform to manage their digital conversations - and counting! We work with clients across a variety of industries, from Ocado to Cineworld, Haven Holidays to NFU Mutual and many, many more. We also count more than 150+ public sector organisations and one quarter of the UK's police constabularies as our clients. We're pretty proud of our 94% retention rate too!

### What's the Customer Support Specialist] role all about?

Our Customer Success team develop collaborative and supportive working relationships with our diverse customer base to ensure adoption and use of the Orlo platform. We work with all of our customers to discover their business needs, objectives and committed obligations to help them get the most out of our digital conversations platform.

We take pride in making sure our customers get as much value as possible out of our solution, with training and support provided throughout the entirety of their time with us. Working closely with all internal stakeholders, at every step of the customer journey, we genuinely care about delivering the best customer experience possible to new and existing clients.

We're looking for a dynamic, passionate and organised Customer Support Specialist to join Orlo's growing Customer Success team. We'd love someone who is driven by doing the right thing for the

customer, will be there for them in real-time and genuinely wants to reach the best possible outcome for them. Joining a well-established team, your key accountabilities would be:

#### **What are the key responsibilities?**

- LiveChat support management
- Responsible for all support tickets
- Responsible for front-line customer support calls
- Work with the product team on customer issues when required
- Account management of a range of clients
- Run online training sessions
- Testing of new products and services

#### **What would Orlo love from you?**

- Without sounding cliché, we're looking for someone whose organisational skills are next to none, who loves working in a structured way and has no problem working to deadlines.
- A desire to really 'own' your role, taking your accountabilities and responsibilities in your stride.
- Some experience of working in the social media industry would be great, but it isn't an essential.
- An understanding of CRM platforms - bonus if you're a Microsoft Dynamics 365 whizz.
- A truly customer-centric person, who'll go above and beyond to delight their customers.
- We'd love it if you've previously worked in a technology or SAAS business, but it's not a deal-breaker if you haven't.

#### **Why will you love Orlo?**

First things first, you'll be joining a fun and inclusive team of grafters who genuinely do give a sh\*t about each other and their customers. We offer a flexible work environment, 25 days holiday, a competitive salary based on experience and the opportunity to earn an annual bonus.

Orlonians love to work hard and have fun along the way, and on top of that, we're a curious bunch - continuously learning and growing is important to us, so we offer training and development opportunities to all of our team.

Our recently revamped office is perfectly located right in the heart of Birmingham's bustling city centre, just a hop, skip and a jump from New Street Station. With a fun and inclusive environment, all the tea and coffee you can drink and great views of the city, it's a great place to work - but we do offer flexitime and remote working too.

**Think this role is for you? Email us at [careers@orlo.tech](mailto:careers@orlo.tech)**