

Job Description

Role Title:	CRM Support Assistant
Directorate:	Student Experience and Support
Reference:	MPF4315
Grade:	4
Full or Part time:	Full time
Hours:	36.25
Reports to:	Head of Customer Contact Technologies

Role Purpose

Working closely with the CRM team, the CRM Support Assistant will be the first line of customer support for queries from CRM users.

Located in the CRM team the CRM Support Assistant will be responsible for triaging incoming support requests which may relate to CRM functionality, CRM business processes, Portal access or system troubleshooting.

The CRM Support Assistant will be able to demonstrate excellent problem-solving and analytical skills along with the ability to approach and resolve problems in a prompt, practical and efficient manner. With excellent team working skills, a deep commitment to service excellence and the capacity to work flexibly and effectively with key stakeholders they will be able to use their experience to contribute to the effective resolution and escalation of support requests. The role would suit a technically minded individual who enjoys problem solving and working with customers who wishes to take the first step to becoming a MS Dynamics CRM professional / functional consultant.

Principal Duties & Responsibilities

- Documenting support requests received from CRM customers via varied communication channels (e.g. email, telephone, teams etc.).
- Proactively manage the incident resolution process, working with key stakeholders to improve service delivery, including initial triage of support requests and first attempt at support request resolution.
- Following defined CRM case management processes.
- Assisting with administrative tasks related to the continued development of MS Dynamics CRM (e.g. Capturing notes at CRM workshops).
- Escalating support requests to second line support (CRM Configurators) where appropriate.
- Assisting with the ongoing development of a CRM knowledge base.
- Continuous self-evaluation of personal performance

- Support and deputise for team colleagues as required
- Perform any other duties appropriate to the grade as may be required by the Director
- Engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role
- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with University policy
- This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.
- Assist with out of the box configuration for new and existing CRM functionalities.

Generic Duties

- Perform any other duties appropriate to the grade as may be required by the Head of School/Head of Division etc.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Advance equality, support our work towards eliminating unlawful discrimination, foster an inclusive study and work environment for students, staff and visitors in accordance with our public sector equality duties and university policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person specification follows on next page

Person Specification

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D)

Qualifications

1. A good standard of general education with GCSEs (or equivalent) in both English and Maths (E)
2. Commitment to continuing professional development (E)
3. Graduate qualification or equivalent professional experience (D)

Background and Experience

4. Experience of working within a customer service / support desk role (E)
5. Experience of using case management tools, service level and operational level agreements, internal policies, and business processes to support customers (D)
6. Experience of working with an enterprise level CRM system e.g. Microsoft Dynamics 365 (D)

Knowledge

7. A strong understanding of customer service principles and service delivery (E)
8. Knowledge of the Microsoft Office 365 tools including Excel, Word, Outlook, and PowerPoint (D)
9. An awareness of the structure, processes and organisation of Higher Education institutions and their core activities (D)

Skills and Competencies

10. Ability to work in a team, follow direction and challenge where appropriate; be self-motivated, adaptable and flexible (E)
11. Strong troubleshooting and problem-solving skills in order to provide accurate help and assistance to users (E)
12. Strong communication, relationship building and networking skills ability to deal with a wide-ranging internal customer base (E)
13. Ability to write in a clear and concise manner and record information accurately and to deliver consistent high-quality work at a detailed level (E)
14. Excellent evaluation, organisation, decision making and time management skills with the ability to work to deadlines (E)
15. Excellent problem-solving and analytical skills with the ability to approach and resolve problems in a fast-paced environment (E)
16. A demonstrable record of applying best practice and a customer centred approach to the work of an organisation to achieve outstanding results (E)

17. Ability to contribute to the development of a progressive, innovative and strategic vision for the Directorate in support of the aims and activities of the University (E)
18. Ability to take responsibility for their own learning and are comfortable navigating and understanding new systems and processes (E)