



# Support Agent

## Introduction

AIRDAT is a UK based systems, training & consultancy company providing services specifically to the Aviation sector. Our products relate to the management of training, assurance, compliance, fleet and auditing. In addition, AIRDAT offers airports an array of support services.

As AIRDAT's online product functionality grows and evolves, so too does our need to support it, which is where this new role comes in. We support our clients using chat, phone, email, ticket systems and online articles.

At AIRDAT, it's about life-work balance. You can expect 28 days off, plus public holidays (pro-rata) and further time during the Christmas period too. The company also runs around 6 free 'activity days' throughout the year (including things like Go Karting, Off-Road Driving, Shooting, Kayaking, Spa days) - you can vote for other activities you'd like to do and you can book onto as many of these as you like (or not!) - plus our team Christmas Party.

We operate a cycle to work scheme, 'meet free Fridays' and a private healthcare scheme. You'll be provided with all the equipment you need and we reserve an annual budget to help improve skills and further your development too. We are also looking to trial a 4 day week for our full time team members.

You'll be empowered and working as part of a small, highly supportive agile team, delivering bespoke, complex systems to the aviation industry. Most importantly, we take our work seriously, but never ourselves.

Our company values are Proactive, Evolving, Confident and Supportive - these should resonate with any potential applicants.

## The Role

This is a permanent contract and we are looking for someone who can work 2 days per week between the hours of 0900 to 1700. One of these days must be a Friday as this role is to help support the translation of the company to a 4 day working week. This role will be home-based but there will be a need to travel to Canterbury for training and to meet with the management team when required.

In this role you will be responsible for:

- Learning everything about AIRDAT's products and services to assist clients
- Assist clients directly using chat, email, telephone and ticketing systems.
- Working with the internal team to help improve processes and ensure the smooth operation of the business
- Responding to queries (internal and external) in a timely manner and prioritising critical tickets.
- Being a champion for AIRDAT's products and services and cross selling/promoting use of them whenever possible.
- The generation and maintenance of support articles & bibles.
- Attending and contributing to the online morning support meeting and monthly/check in meetings

You will report into and work with the Support Lead. There will also be a need to self manage whilst maintaining our company culture & values.

Applicants must be able to demonstrate that they are proactive, confident, work well with others, have exceptional customer service skills, are good decision-makers, highly organised & self-motivated, reliable and can work under their own steam unaided.

## Strengths & Behaviours

Are you:

- Someone who loves to help people?
- Comfortable interacting with stakeholders of all types and with exceptional customer service skills?
- Loves tech and enjoys using systems to make their life easier?
- Capable of building good relationships leading to trust and commitment?
- Driven with the enthusiasm to work in a complex fast-moving environment?
- Able to work to targets and deadlines?
- An excellent communicator (verbal and written)?
- Able to convey complex information in a clear and concise manner
- Able to work at pace, a self-starter who can work with the minimum of supervision?
- Able to put forward, consider and adapt to better methods of working?

# Role Requirements

## Required

- Have experience in customer service
- Good time management and organisational skills
- Excellent written and verbal communication skills.
- Highly proficient computer skills
- A good team player

## Desirable

- Experience on MacOS
- Knowledge and use of Google Workplace
- Experience with ScreenFlow video editing software or similar
- Experience with help ticketing systems such as helpscout
- Experience of project management systems such as JIRA & Trello

# Salary

£20,000 pro-rata.

# Applying & more information

To apply for this position please email a copy of your CV and a covering letter/email to [jobs@airdat.org](mailto:jobs@airdat.org). More information on AIRDAT can be found at [www.airdat.org](http://www.airdat.org)