# Customer Service RepresentativeReading, UK

If you are a computer savvy customer service professional with great writing skills, this is a prime opportunity to undertake a fresh challenge with an international company.

We are a global consortium leading the development of open, vendor-neutral IT standards and certifications. We operate the IT industry’s premier certification service for people and products, providing confidence that individuals have the required knowledge or experience and that products conform to open standards. We are seeking a Customer Service Representative to join our certification operations team.

As a Customer Service Representative, you will be responsible for the day-to-day operation of the certification service and provide front-line support to organizations and individuals who wish to get certified. Following defined checklists and guidelines, you will provide assistance to certification customers, ensuring prompt, professional, courteous service while maintaining client confidentiality.

In addition, you will produce periodic management reports on certification activities and interact with other internal teams, such as Legal, Finance, Development.

To be considered for this role, you must have:

 - Experience in a customer service environment, ideally in providing support to IT professionals and providing email-based customer support

 - Experience with Microsoft Office or Open Office and web-based applications

 - Familiarity with use of a helpdesk application to provide customer support is a plus, as is knowledge of spreadsheets, specifically creating reports and using formulas.

To succeed as a Customer Service Representative, you must have excellent written communication skills, the ability to multitask effectively, and a highly organized approach. Excellent follow-through and attention to detail are key, as is the ability to work effectively both independently and as part of a global team.

You will be comfortable taking responsibility for own workload and managing tasks through to conclusion with minimal supervision. Customer-focused, you must be able to view things from the customers’ point-of-view and present concepts in terms that make sense to people not familiar with our services and terminology.