

Software Customer Service Advisor

Contract	Permanent
Hours of Work	37.5 hours per week, Monday to Friday
Salary:	Competitive plus bonus
Location:	The Catalyst – The Innovation Centre Belfast, Concourse 2, 15 Queens Rd, Belfast BT3 9DT

The Organisation

Lightyear is the fastest growing fintech in Northern Ireland, streamlining accounts payable solutions on its innovative cloud-based product since 2018, and has recently been acquired by The Access Group. Working across all major regions and various industries worldwide, it's our People who drive our success. Based from both Belfast and Sydney, we are a recognised Best Place to Work employer and are seeking to pursue explosive growth globally.

About You and The Role

As a member of our Customer Success team, your goal is to ensure that our customers are getting the best out of our product. You will be responsible for providing excellent service and support to our growing customer base, helping them to grow and adopt new features as they are implemented. This will require a willingness to grow and become an expert in a unique software. As you develop in your role, you will play an integral part in helping us to improve the app by sharing insights and trends gained from communication with our customers.

The foundation of the Lightyear product is line-by-line data extraction and mapping of supplier invoices. A significant part of this role will also involve contributing to the creation of internal 'maps' for each new supplier that enters the Lightyear network. This is achieved using an internal software tool.

As Lightyear is a growing company there will be plenty of opportunities for your role to expand and grow along with it. Individuals applying for this role should be motivated and adaptable to a fast-paced environment.

Key Duties & Responsibilities

- Customer Support - Providing direct support to our customers via chat, email and by phone.
- Map Creation - Responsible for managing load and creating maps within agreed SLAs and accuracy rates.
- General Administrative Support - You will be expected to help contribute to wider administrative tasks as and when required.
- Support the rest of the Success team in meeting KPIs and targets by taking queries as and when required.
- Adhere to all company policies, procedures, processes and working practices, including those on Data Protection, Equal Opportunities and Health and Safety, in every aspect of your work.

Essential Criteria:

- A minimum of 2 years' experience working in a Customer Support or Success role.
- Familiarity with other SaaS or cloud-based solutions.
- Experience of working to close timelines, KPIs and quotas.
- Excellent communication skills.
- Strong organisational skills.

Benefits

- Competitive salary kept in active review
- 10% quarterly performance-based bonus potential
- 22 days annual leave plus 10 public holidays increasing to 25 days annual leave with length of service
- Career Development paths – the means to take your career to the next level with defined job tiers and the support, learning and development to get there including training plans
- Family-friendly policies
- Focus on Health and Wellbeing including access to Mental Health support including the Health Assured/Wisdom Employee Assistance Programme
- Corporate Social Responsibility and Company/Team Social events and activities – an opportunity to get involved and give back as well as have fun
- Free Drinks and Snacks.
- Free Car Parking and easy access to public transport.

Additional information:

Shortlisting: only candidates who clearly demonstrate on their CV how they meet the essential criteria will be shortlisted. The panel reserves the right to apply all or part of the desirable criteria at the shortlisting stage.

Reserve list: a reserve list of candidates may be maintained for the purpose of any similar vacancies (temporary or permanent) that may arise within 12 months of this recruitment process.

Employment offer: any employment offer is conditional and subject to satisfactory completion of two employment references, proof of the right to work in the UK and proof of any required qualifications as listed in the criteria.

Lightyear is an Equal Opportunities employer. Appointments are based on merit.

The Company reserves the right to change your duties from time to time, or to transfer you to suitable alternative work in response to changing business needs.