

Client Support Intern

In this role, you will be responsible for managing customer technical queries from external clients in a timely and professional manner and supporting the internal teams to deliver on client requirements.

To be successful in the customer support team, you should be proficient in working with technology in order to support client queries. You will be able to problem solve and collaborate with other business functions to support a resolution. The ultimate focus is to ensure we provide a high standard of customer service, through excellent communication.

Client Support Responsibilities:

- Managing and responding to all inbound client queries via phone and email, within agreed SLAs
- Liaising with, and escalating client queries to technical support and duty psychologists; managing all client responses
- Managing and maintaining customer support ticketing system
- Regularly liaising with clients on technical issues and progress
- Joining calls and meetings to discuss technical support needs
- Working collaboratively with Sova colleagues in our other global offices, to help resolve technical issues with clients in their territories
- Logging tickets with technical support to resolve issues within the Sova platform
- Troubleshooting issues and recreating them in the platform when necessary for escalation
- Testing hot fixes in the platform before informing clients of a fix being ready
- Liaising with live candidates on technical issues
- Guiding product users through features and functionalities
- Administering assessments in the online platform
- Supporting with client platform training and user guide updates
- Recording and monitoring of client queries and feedback and improvements
- General ad-hoc company support in relation to client support tasks
- You may also be expected to perform various additional tasks as necessitated to suit the needs of the business.
- Conduct behaviour in line with the core Sova values (Making Science Work, Different Together, Restless Spirits, Ever Upwards)

Client Support Requirements:

- Good written and verbal communication skills
- Adaptable to change quickly with a willingness to learn
- Quality focused: ensuring all communications are to the highest possible standards
- Effective problem solving
- Methodical; with excellent attention to detail
- Collaborative: works effectively with colleagues to ensure excellent levels of service

How to apply

To apply for this role, please send your CV to [Amrit Kainth](#), stating the job title in the subject line.