

CLIENT SUPPORT SPECIALIST

LOCATION: London / Flexible

CONTRACT: Permanent, full-time

REPORTING TO

- Global Support Manager

CHANGING ASSESSMENT FOR GOOD

Sova is passionate about making a difference. We design precise assessments, making no compromise when it comes to efficiency, candidate experience and effectiveness – and we do that by harnessing the expertise of our team and the latest digital technology. Every member of our team contributes to our success and no matter what our area of expertise, we are unified in our commitment to changing assessment for good and making a difference to our clients.

THE ROLE

The Client Support Specialist is an integral role within the Sova team; responsible for managing customer Tier 1 technical queries from external clients in a timely and professional manner and supporting the internal teams to deliver on client requirements.

WHAT TO EXPECT FROM THE ROLE?

- Managing and responding to all inbound client queries via phone and email, within agreed SLAs as our Tier 1 client support
- Liaising with, and escalating client queries to Tier 2 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 client 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 (tier 2) 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
- Generating client usage reports
- Setting up and configuring new client accounts within the Sova platform
- Guiding product users through features and functionalities

- Administering assessments in the online platform
- Supporting with client platform training and user guide updates
- Identifying when Sova account managers need to be informed of an issue, and escalating where necessary
- Liaising with partners and resellers around the globe
- 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.

WHO ARE WE LOOKING FOR?

Skills and attributes

- Excellent 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: able to identify the most effective and efficient way of resolving issues, ensuring the most creative solution is considered
- Highly methodical; with excellent attention to detail, and the ability to plan and organise own work.
- Collaborative: works effectively with colleagues to ensure excellent levels of service

Experience required

- Experience in a SaaS based company
- A background in client support, putting the client at the heart of everything they do

WHATS LIFE LIKE AT SOVA?

As a Sova team member, you're part of a close-knit group, transforming the world of talent assessment. We recognise that the sum of the team is greater than its parts, so we want people who work well as part of a team and who see shared goals as more important than their own.

We're serious about work/life balance. Our team works hard, and we know everyone needs room for family, friends, and other interests. At Sova, you'll encounter a nurturing culture that promotes professional and personal growth.

WHAT CAN YOU EXPECT FROM US?

We believe in our values, and you can expect us to drive these through our work and commitment to you:

Making Science Work - We make science work in the real world, by combining our core psychological expertise with the creative use of digital technology, challenging existing thinking to reimagine what can be achieved. Our measure of success is simple – have we made the greatest measurable impact we can in order to help our clients.

Different, Together - We work to create something none of us could manage alone. It works because we are committed to a shared goal, value teamwork, recognise each other's strengths, and always communicate openly, honestly, and respectfully.

Restless Spirits - We are endlessly curious – about our science, our clients, and our industry. By questioning assumptions, embracing new experiences, and travelling beyond our comfort zone, we are able to respond with speed and agility to a constantly changing world.

Ever Upwards - We love achieving what we set out to achieve, as individuals, as teams and as a business. We care about working profitably and sustainably. We always look to go one better and never do anything by halves.

MORE OF WHAT TO EXPECT FROM US

- Workplace Pension Scheme
- 25 days annual leave, + bank holidays
- Private Medical Care
- Ability to work flexibly and from anywhere

HOW TO APPLY

To apply for this role, please send your CV to careers@sovaassessment.com, stating the job title in the subject line.