

Customer Support Agent

Job Description

We're PitPat and we make wearable activity trackers for dogs. No, we're not barking mad. We're using the latest technology to help owners and pet care brands keep dogs happy and healthy. And they love it! Some call us the 'Fitbit for dogs'. In addition to our dog activity monitor, GPS tracker, and dog food range, we also provide a subscription wellness club called PitPat **LIFE**™ that rewards dog owners with Perks, Points and Prizes for walking and weighing their dog, a bit like 'Vitality' but for dogs.

Our customers' dogs are special, and so we have some of the most dedicated, skilled and friendly operations and customer support people around. They regularly get five-star reviews for their work. Based in central Cambridge (near the station), our team assists customers with their enquiries and issues when using our ever-evolving products and app. It's not always easy. In fact, it can be really hard at times, but we're enthusiastic, hardworking and we have fun. And now we're looking for new people who'd like to join us and do the same at a really exciting time of growth.

We are seeking candidates for the role of **Customer Support Agent** to join our team based at our offices in Cambridge, who will:

- Provide first line customer support by email (or other online channels), answering general enquiries and escalating more complex cases [65% of time];
- Answer and triage incoming calls from customers, suppliers, partners and other business contacts [20% of time];
- Ship customer orders [5% of time];
- Assist with other tasks around the office when needed including helping out with office administration and tradeshowes [10% of time].

We're looking for someone with previous experience in a customer facing role, and someone who is:

- Amiable, confident and driven, with strong interpersonal skills;
- Confident with technology (including MS Office, email etc.) and able to offer customer support for our product (after training);
- Able to manage time, prioritise and multi-task as necessary;
- Able to communicate clearly and accurately in written form;
- Reliable, organised, and has excellent attention to detail;
- Happy to work independently and as part of a team;
- Willing to learn on the job, and participate in tasks that need doing around the office;
- Friendly, with a passion for delivering exceptional customer service, and a 'can do' attitude;
- A dog lover with a strong understanding and feeling for dog owners and their concerns;
- Able to work regularly in Cambridge (core office hours 9-5pm);
- Enthusiastic about the large number of dog-related puns that form part of our working lives.

Additional languages would be a benefit, but not essential.

Customer Support and Dispatch team members work some or all of their working week in the office to fulfil the responsibilities of their roles that cannot be done from home. We would expect the successful candidate to work in the office during their training period and at least part of each week thereafter.

Benefits of the role include:

- 25 days holiday
- Pension scheme
- Dog friendly office
- Garden with BBQ
- Well stocked kitchen
- Pawsome team social events

Reports to: Operations Manager.

Location: 5 Brooklands Avenue, Cambridge (a short walk from Cambridge train station).

Remuneration: £20-25k based on experience + benefits.

Start date: ASAP.

How to apply: If you think you'd be pawsome in this role, and you're interested in talking more about it, please send your CV and an email telling us why you think you'd be a great member of our pack to talent@pitpatpet.com. Strictly no recruiters – we will bark at you.