

Social Care Support Specialist

Reports to: Social Care Support Team Manager

Location: Manila

Concentrix is a leader in global business services with over 70,000 staff members worldwide. We have a presence in 25 countries. Built upon our experience spanning more than 40 years, we bring a fresh approach to the performance of business operations in the digital age. Our ultimate goal is to differentiate our clients in their marketplace and make them more competitive. With our holistic approach we bring deep domain knowledge to focus on process improvement, customer engagement and technology innovation. The clients that we serve are in the areas of Banking, Healthcare, Insurance, Technology, Consumer Electronics, Retail and E-Commerce, Government, Media and Communications, Travel, Transportation, Tourism, and Automotive. We bring speed, flexibility and transparency to every customer touch, every transaction and every service we provide. We take our values seriously and they are threaded into everything that we do.

Visibility - Transparency is at the core of everything that we do. Throughout our organization, visibility is a critical ingredient to quickly address problems and capitalize on opportunities.

Velocity - We remain nimble while capitalizing on the strength of a large global footprint and robust service capabilities.

Value - We continuously strive to find new ways of bringing value to our staff, clients, and shareholders.

Why work for Concentrix?

We provide a clear path to career development at Concentrix and offer support, advice and coaching every step of the way. Some of our other benefits include:

- Competitive salary
- A bright, modern and exciting place to work, with excellent staff facilities
- Annual reward and recognition events
- Holiday pay
- Stakeholder pension plan
- Team and Concentrix events

Our Client is one of the world's best known technology and software companies. Its dedicated team provides multi lingual front line technical support within many product groups. Concentrix handles a total of 1 million incidents annually. The Social Care Support Specialist (SCSS) is a front-line role, responsible for monitoring and responding to comments and feedback through Social Media channels, such as Facebook & Twitter. While the role focus is on Social Media, the SCSS will also support customer interactions through, email, voice, chat and community forums. This role reports to the Social Media Team Manager, ensuring that responsiveness to posts and comments is delivered within an agreed service level, and that the communication style and tone conforms to agreed Social Media guidelines.

Purpose:

The Social Care Support Specialist will engage with customers to provide responses and identify issue resolutions in a professional conversational style fitting with the Social Media environment.

Successful candidates will have strong customer focus and technical awareness, with an ability to use online resources and templates to compose and tailor their own responses to meet with customers' individual needs.

Our Social Care Support Specialist will support contacts for customers across various Social Media applications including Facebook, Twitter and forums as well as other more traditional channels like voice, email and chat.

We will also have a proactive customer engagement strategy through Social Media and our Specialists will be responsible for researching and posting, articles and information that is likely to be of interest to Brand followers.

Ideal candidates will be enthusiastic Social Media users, with a passion for customer services.

Key traits:

S – Social Media savvy

O – Organised and focused on maintaining excellent product knowledge

C – Customer focused, empathetic and ready to take ownership for resolutions

I – Innovative and imaginative, taking initiative to look for alternative solutions

A – Agile, able provide support in the required style for various channels

L – Lively and outgoing, ready to quickly and positively engage across all media

Responsibilities:

- Provide professional responses to user comments and questions on social media and other channels according to agreed service levels
- Owning and resolving technical issues for customers using the tools and resources provided
- Effectively communicate with customers via various support channels, creating brand advocates with a positive customer experience following a defined process.
- Deliver technical assistance in an engaging manner – supporting customers at all technical experience levels
- Drive customer satisfaction and enhance the Client brand, through championing products and educating customers
- Actively reviews customer effort and helps increase brand awareness through social media and other channels
- Social Media Savvy – understands and shows accountability for ethical and professional responses in 1 to many contact environments
- Can harness Social Media channels to educate brand followers and influencers increasing product knowledge and reach
- Truly become an ambassador for our client and their products, by embracing culture and tone of voice, within every social interaction you deliver.
- Continually monitor activity and interpret posts correctly, ensuring that responses are tailored according to the our client and their products' brand personality, answering all questions posed fully and accurately
- Customer service follow-up, tracking and monitoring, including maintaining logs and tracker reports, ensuring all interactions are documented and followed through
- Post images, video and copy responses as per instructions provided

- Complete maintenance tasks as instructed including, but not limited to updating cover photos, editing existing copy, managing spam or offensive comments
- Day-to-day administrative tasks to ensure the continued running of our client and their products' Social Media activities

SKILLS

Essential Criteria:

- High level of fluency in written and spoken English and in role specific language requirement.
- **Customer Focus** – Demonstrates at least 6 month's experience in a customer service environment.
- **Social Media** - Must have experience using popular Social Media platforms, especially Facebook & Twitter.
- **Specialist Expertise**- Demonstrates excellent technical proficiency and reasonable knowledge of the Internet, can communicate technical issues trouble shoot in a friendly manner to all levels of technical ability.
- **Effective Communication** - Creative writing skills - ability to repeat the same message, written in many different ways and tailor to customer technical expertise level.
- **Working with others** - Team player, with the patience to learn and adapt to the communication style of, our client and their products brand personality. Supporting the team in achieving the highest quality standards. Takes an active role in generating a pleasant, productive and professional working environment.
- **Planning & Organising** - Ability to multitask, plan and prioritise workload, and work on their own accord. Diplomatic and cool under pressure.
- **Resilience** - Demonstrates resilience and ability to work on own initiative.
- **Problem Solving** - Demonstrates problem solving and troubleshooting skills.
- **Responsibility for Results** - Demonstrates ownership and accountability to achieve deadlines and targets.
- **Managing Change**- Ability to work effectively in a fast-pace, dynamic and changing environment.
- **Negotiation and Influencing** - Excellent negotiation skills and ability to deal confidently with escalations /complaints.
- **Passion** – Keen interest in Social Media engagement and delivering excellent customer service.
- **Innovation** – Ability to look beyond obvious solutions and experiment with different approaches.

TERMS AND CONDITIONS

SALARY

£7.50 per hour (equivalent to £15,642 per annum gross (taxes to be deducted)).

HOURS OF WORK

40 hours per week Monday to Friday between 8am and 8pm. Your Department's operational hours are 24 hours 7 days per week. The nature of your employment is such that you will work

whatever hours may be necessary to fulfil the duties of your post. Your operational hours may be subject to change due to operational requirements.

Flexibility is important. Obligations placed upon you and tasks required of you will inevitably vary and develop with the growth of the Company. Therefore as and when considered necessary or appropriate you are liable to transfer to or undertake other duties, within your competence and within reason, to meet fluctuations or priorities in work demands.

TRAINING/INDUCTION

Training will be conducted over 2 weeks. It will be intensive and will consist of acquiring how Microsoft operates as a company, as well as technical and product knowledge, required for the position.

No absence or lateness during this period. There will be assessments ongoing through training and final assessment at the end. All training is conducted in English.

HOLIDAYS

21 Holiday & 6 Stat days & birthday day off. Holidays cannot be taken in the first month of employment. In months 2 and 3 of probation, holidays can be taken if accrued. All Concentrix employees are entitled to their birthday day off as an additional benefit. If your birthday falls within the first month of employment, you will not be able to take that day but will be able to take time in lieu at a later date.

BENEFITS:

- Concentrix provides a bright, modern and exciting place to work with excellent staff facilities
- Eye Care Provision
- Cycle to Work Scheme
- Childcare Vouchers
- Annual Reward & Recognition Ceremony
- Free cakes and fruit on a Friday
- Pension Scheme
- Team and Concentrix events
- 28 days holiday (including stat days)

PROBATION PERIOD

A probationary period will apply to all moves to new roles within Concentrix.

If you are joining Concentrix for the first time, you will have a three month probation, depending on your role. This will be defined in your contract of employment. During this initial probationary period, you are not eligible to apply for any internal positions within Concentrix.

If you are already a Concentrix employee and you have been successful for a new role, you will have a three month probation. This will be defined in your offer. As this is an internal probation, you will be eligible to apply for any internal positions within Concentrix. Please note, if you do not pass your internal probationary period, it is not guaranteed that you will be able to return to your previous role.

Belfast may be a small city but don't let the size fool you.

Belfast is the cheapest city in the UK to live and work; it is the capital of Northern Ireland and a dynamic, growing city with millions being invested in regeneration. Tourism is thriving too, with new visitors discovering our humour, hospitality, scenery and quality of life.

Northern Ireland is also home to much of the filming of 'Game of Thrones' as well as other HBO, Universal & BBC productions.

RELOCATION PACKAGE (If applicable):

- Reimbursement of travel costs (up to £250)
- Accommodation provided on arrival in Belfast
- Relocation class on first day at Concentrix
- Ongoing relocation support

DECLARATION

I understand the above information and confirm it has been clearly explained to me at the selection stage.

I understand that Concentrix operates on a flexible shift-working basis and it will be necessary to work hours consistent with the demands of the job.

I understand that this document does not constitute an offer of employment.

Candidate Name: _____

Date: _____

