

Job Description

Job Title: Customer Service
Reports To: TBC
Location: Auckland

About Sonar6.

Sonar6 was founded in 2004 based on the idea that performance management should be simple and rewarding. The first generation of the Sonar6 toolset was launched in February 2006.

Growth since then has been rapid. Sonar6 now has customers all around the world, and is well known as the innovator in Human Resource software.

The goal of Sonar6 remains straightforward: Provide the best possible way to create in-depth performance reviews online, then use the information collected in those reviews to create a helicopter view of all of the people in the business.

While others seem to be making HR more and more complicated, Sonar6 is on a journey in the opposite direction, providing the simplest way to help businesses make better people decisions.

Overview of Role.

At Sonar6 we deal with customers and potential customers every day. All interactions with them must be as effective as possible. Customers and potential customers should be able to get what they want immediately most of the time.

The customer service team is one of our key assets to gain and retain business. We are a subscription business with a small sales team. The quality of our support of customers is essential to both drive retention of customers and also contributes to the viral adoption of our product. Exceptional presales support increases our conversion of leads.

We do not want to silo customer care. Members of this team stretch across the functions of presales, customer setup, and support.

Members of this team will assist and be assisted by the implementation consultants, second level support, and sales.

Accountabilities.

The Head of Experience will expect you to take proactive ownership for your assigned aspects of Customer Experience

- Presales – conversion rate of leads
- Customer Setup – on time implementation
- Support – Accurate time to resolution. Customer satisfaction.

- Systematization. Ensuring use of correct systems as part of the customer service team, as well as the development of new systems (especially in the Quality Program)

Key Responsibilities.

Key responsibilities within this scope include:

Pre-Sales

Handling of presale email or phone enquiries about Sonar6, our free trial (Quickstart), and our outbound email campaigns.

Utilising the Marketing Automation system to contribute to lead scoring process

Customer Setup

Work with an implementation consultant to build customer implementations (using our system tools), or direct with customer.

Manage the system review with customers and enter iterative changes.

Manage the escalation of configuration queries

Guide clients through the configuration process

Assist implementation consult or directly drive a client to launch

Creation of user guides

Setup customer in the CRM system / maintain implementation status in CRM system

Support

Handle support queries/issues for clients (via phone or email)

Manage support escalations

Keep Support CRM up to date

Reports:

- Provide clients technical guidance on the reporting feature
- Build customised reports and assist clients with building reports

Manage legacy data work-arounds

Systematization

Maintain up-to-date knowledge base (FAQ materials)

Assist in development of configuration and implementation process materials

Outbound

Follow up designated existing clients post round etc.

Potential Future Role Development

Pre-sale webinars.

Training webinars.

Outbound follow up of Quickstart demo clients.

Setup of user groups.

Role Specific Competencies.

Adaptability

Responds effectively to changing constraints

Adapts own behaviour to suit the situation

Understands the drivers of change and anticipates the implications of changing political and practical circumstances

Self confidence and resilience

Copes effectively with pressure

Demonstrates persistence in the face of obstacles

Remains optimistic in the face of negative feedback

Interpersonal Skills

Socially capable - interacts confidently, reads the situation

Empathetic and can evaluate likely reactions

Collaborative

Attention to Detail

Is focussed on accuracy

Checks information, picks up inconsistencies and mistakes

Sonar6 Values.

Does it make the boat go faster.

Stays focused on the important stuff: getting customers, keeping customers.

Sense of Magic.

When people use Sonar6, or visit our website, or deal with our people, even the tiniest piece of magic will make a positive difference to their day.

The Extra 5%.

Gets to best practice then goes 5% further. Supports customers and team mates to go 5% more.

Credentials, Experience, and Skills

Organized communicator.
Super prioritiser.

HR Systems background.
Sales / customer care background
ERP or other computer systems background

Internet application experience.

Useful knowledge:

- HR Practices, People management practices
- Excel, Word
- Webinar tools (eg Webex, GotoMeeting)
- Social media (Facebook, Twitter)
- Database skills

Special Requirements.

Customer Service is the new sales. This role requires that you are a self starter, work effectively in teams, and enjoy working hard. In short: we need you to help make Sonar6 game-changing.

This role deals with customers in New Zealand, Australia and North America. The hours may be set to outside of normal New Zealand business hours (starting as early as 6am, finishing as late as 7pm).

Performance Measurements.

Performance is king at Sonar6. We will reward great performance, and we will come down hard on poor performance. You are here to make a difference.

- Measurements as defined in accountabilities:
 - Presales – conversion rate of leads
 - Customer Setup – on time implementation
 - Support – Accurate time to resolution. Customer satisfaction.
- Managers feedback in both Formal reviews and adhoc appraisals
- Objectives defined in either Project Milestones or as assigned by your manager.
- Feedback from peers and associates as applicable
- Productivity measures from the CRM system
- Quality review of communications (written or phone) with customers.