

Job Specification Mobius Networks Ltd

Job Title: Sales & Customer Service Support

Department: Operations

Reporting To: The Operations Manager

The Company

Mobius Networks, distributor for M2M Data SIMs, concentrating on delivering a secure airtime bridge that works.

Purpose of the role

To provide customer service and sales support for the both the external and internal customers of the business.

Main Duties Include

- First point of contact for customers
 - Sales enquiries:
 - Initial discussion about the products
 - Pricing based on pricelist
 - Order Processing:
 - Order progressing
- Sims
 - Sorting and processing the booking in of SIMs
 - Checking and shipping SIMs
- Billing
 - Raising and sending billing information
 - Initial point of enquiry for invoice queries
- Estate maintenance
 - Ensuring that our records match that of the customer
 - SIM SWAPs
 - Renewals of contracts
- Fault finding
 - Initial point of enquiry for technical queries
- Support admin for field sales
 - Raising quotes and contracts
 - Helping them with their enquiries

Key Skills and experience required

- Previous customer service experience
- Confidence
- Drive and enthusiasm.
- Attention to detail
- The ability to build strong relationships with Customers, suppliers and colleagues.
- Excellent communication skills both written and verbal.
- Self-motivation.
- The ability to perform under pressure and time constraints.
- Knowledge and experience of sales techniques/customers services skills and the ability to improve them.
- Good computer skills including experience of using Microsoft packages.

Requirement to Learn

In order to successfully perform in the role, it is necessary to continually develop personal knowledge of:

- Customers
- The product and the M2M market
- Market conditions
- The company's processes and procedures
- The Mobius internal software systems

It is the responsibility of the Sales and Customer Services Support person to continually develop his/her knowledge in these areas and to demonstrate that development.

Support from the Company

The Company will provide:

- A full training programme.
- Support and coaching from the Operations Manager.
- Regular reviews.

We will require the successful candidate to undertake

A Basic DBS check, five years previous employment and residency check and Credit Reference check.



**To talk to the most reliable Airtime Provider in the UK
CALL 01530 511180 NOW**

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