

Online Event Support Specialist

Permanent team member | Full-time | Gateshead Newcastle | Hybrid Model

ROLE PURPOSE:

WorkCast is looking for a customer-focused and enthusiastic Online Event Support Specialist. Reporting to one of our Leads within our Customer Operations team, they will play an important role delivering an excellent service to our customers at all support levels.

We are looking for someone who will thrive on supporting customers throughout their WorkCast journey to help our customers deliver the very best experience for their audiences. You will be responsible for delivering our Premium Support service to our customers by managing event builds and event delivery, as well empowering our Self Service customers towards success.

WHAT WE'RE LOOKING FOR:

- Drive to deliver outstanding customer service
- Skill at working under pressure, keeping a clear head to achieve results
- Intuitive problem solving and analytical ability
- Ability to identify and escalate risks, issues and actions
- Awareness of Technical Service/Support operations and methodology would be an advantage but not a requirement
- Process orientated with accurate and a focused attention to detail
- Self-motivated and can be trusted to manage own workload and time
- Self-driven and self-educating individual with excellent organisational skills
- Ability to work independently, has good judgment and consistent follow-through
- Excellent communication skills, with the ability and confidence to facilitate large audiences and work directly with key client stakeholders
- Track record of managing multiple projects under tight deadlines
- Strong interpersonal skills, conducive to team development
- Ability to communicate technical concepts in simple of terms
- Strong written and verbal communication skills
- Ability to successfully work as part of team
- BA or BS degree (IT Graduate) and multi-language is desirable but not necessary
- Knowledge of design and HTML will be beneficial but not essential
- You will also need to be willing to travel to our head office in Central Newcastle/Gateshead on a regular basis.



IN THIS ROLE, YOU'LL GET TO:

Become a Customer Champion for WorkCast

- Help our customers achieve their goals by delivering our Managed Support service from enquiries, event builds within WorkCast Creator and delivering events within the WorkCast Studio
- Offer expert knowledge and guidance on event pre-records, rehearsals and live events with our customers, their clients and their presenters
- Day-to-day management of first line technical support and to respond to internal/external customer incidents and queries via email and phone and web based chat
- Maintain the ticket database, ensuring incidents are set to the correct priority, state and are within SLA for response and resolution
- Guide customers through steps of how to use the WorkCast platform or resolve any issues they may have
- Own communication and delivery of your assigned tickets and events, ensuring consistent and excellent service for our customers
- Understand the customers' requirements and deliver using the WorkCast software solutions to facilitate this
- Maintain a high level of process quality and consistency as well as an excellent relationship with the customer
- Successfully manage customer expectations and delivering on SLAs
- Deliver best in class customer service every time.

Take an active role at Team WorkCast

- All of Team WorkCast have an input into product testing and feedback for future releases to ensure we are always improving for our customers
- Help in continuous update and improvement of internal and external reference and training materials to make sure we always have everything in place to successfully support our teams and customers
- Work closely with the WorkCast's other teams, including the wider Customer Success and Customer Operations team, to ensure that the clients receive the highest possible quality of service throughout.

SKILLS | TECHNICAL:

- WorkCast Platform (training to be provided)
- CRM tool experience – (HubSpot Service Hub would be an advantage)
- Microsoft Office (PowerPoint, Excel, Word)
- Google Workspace (Docs, Drive, Sheets, Sites, Slides, Email and Calendar)
- Slack
- Adobe Premiere Pro (training to be provided)

HOURS OF WORK:

35 hours spread over Monday to Friday between 8am to 9pm UK time, predominantly with a later shift pattern to cover our international support hours. This includes a 1 hour lunch break and voluntary overtime at times of peak requirement. Currently work in the office a min of 60% of the working week. The Company reserves the right to alter these hours from time to time and you may be required to work outside or in excess of these normal working hours to meet the needs of the business.



WHAT YOU'LL GET IN RETURN:

Annual Salary:

£22,000 - £25,000

Career Development:

- Two-week induction to get to know the team and settle into your role
- Dedicated professional development time
- Active mentoring and support through the WorkCast mentoring programme
- Expensed learning and development books to boost your knowledge

The Anywhere Office

- Hybrid & flexible working arrangements
- Central Newcastle/Gateshead - dedicated modern office in the Northern Design Centre
- Snacks, drinks, fruit & breakfast in the Central Newcastle/Gateshead office
- Work from anywhere policy* (*job dependent)

Equipment:

- All of your kit provided for you (laptops, monitors, etc.)
- Access to all the essential tools you need to do your job

Benefits:

- Private health care
- Pension contributions
- Additional holiday entitlement when you have been with us for two years
- Christmas Eve off *every* year, without taking it out of your yearly allowance. If it falls on a weekend, we give you a substitute day off
- Option to join our social committee and/or diversity and inclusion group
- Cycle to work scheme
- Employee Assistance Programme
- Life assurance

ABOUT US:

WorkCast has been helping businesses create amazing online events since 2008. In that time, we've developed a powerful platform that can accommodate everything from a small webinar to a large multi-session virtual event. Quite simply, we are the online event experts.

UP FOR THE CHALLENGE?

If you're up for the next challenge in your career, drop us an email to emma.horton@workcast.com with:

1. Your CV
2. Your favourite song right now
3. Ask us anything - about WorkCast, our product, our biggest and wildest dreams. You get the gist.