



**Position:** Technical Helpdesk Agent  
**Reporting To:** Customer Service Manager  
**Status:** Permanent  
**Salary:** £20,000 per annum plus benefits  
**Hours:** Full-Time (basic hours are 9.00 a.m. to 5.30 p.m)  
**Based:** Reading

### **The Company:**

UTP Merchant Services Limited ([www.utpgroup.co.uk](http://www.utpgroup.co.uk)) and its sister company Faster Processing Limited ([www.fasterprocessing.com](http://www.fasterprocessing.com)) are two of the fastest growing, innovative fintech organisations in the UK. Through a mixture of innovation and a focus on delivering outstanding customer service, we are committed to providing our customer base with market leading credit and debit card processing solutions.

With a customer base of over 20,000 customers, approximately £3 billion is processed across UTP's estate of credit card machines each year with many hundreds of new customers being added on a monthly basis.

### **The Role:**

Reporting into Customer Service Manager and working as part of the Customer Helpdesk team, the Technical Helpdesk Agent will be responsible for providing first-line and on-going support to all customer accounts.

### **Duties and Responsibilities include:**

- Rapidly develop a thorough understanding of the payments industry and the market sector we operate within, together with a thorough understanding of the services we have on offer;
- Ensure 100% customer satisfaction;
- Provide end to end support for all customer queries from the initial call to resolution;
- Outbound support to customers to ensure smooth transition of service delivery;
- Deal with customer complaints in a timely manner;
- Liaise with internal customers in order to enhance the customer experience;
- Liaise with the company's suppliers and partners in relation to the new customer approval process;
- Detailed knowledge of overall Customer Service processes including logistics and onboarding;
- Supporting the department manager to ensure daily and monthly KPI's are adhered to.



### **The Successful Candidate:**

Will be able to evidence...

- Excellent attention to detail and the ability to always produce accurate work which is clear and complete;
- Professional, clear and confident communication skills on the telephone;
- Excellent verbal, written and communication skills;
- Excellent organisation skills;
- High energy with the ability to multi-task and prioritise as appropriate;
- Excellent IT skills using Microsoft Office (Word, Excel and Outlook) together with the confidence to effectively use other in-house databases as required;
- A proven track record in a customer service role;
- Living within a reasonable commute of Reading.

Due to the nature of our business all prospective employment offers will be subject to a satisfactory disclosure from the Criminal Records Bureau in accordance with the Rehabilitation of Offenders Act 1974 and the Police Act 1997.

**Note:** *This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the business. The post-holder will be expected to participate in this process and we would aim to reach agreement on any changes.*