

Customer Support Assistant – Telecommunications and Business Mobile

Fareham, Hampshire

About Us

We're M12 Solutions, an award-winning provider of business phone systems and telecommunications solutions. We're the parent company of two fantastic brands: Giganet and Comm21. Giganet offers premium internet connectivity across the UK and Comm21 delivers white label telecoms provision and support.

Now, we're looking for a Customer Support Assistant to join our team and support the development and growth of our business.

The Benefits

- Salary of £17,000 - £20,000 per annum, dependent on qualifications and experience.
- 3% contributory pension
- Annual company birthday away day
- Christmas meal
- 22 days' holiday (rising to 25 with service) plus Bank Holidays

This is a brilliant opportunity to utilise your skills and develop with a fast-paced, growing business with a truly unique culture.

Once you join our team, you'll discover that we give our people the freedom and confidence to grow, complete control of their personal development and a vibrant work environment.

We've come a long way since our beginnings in 2003 and we celebrate our progress and the hard work of our employees with annual company trips. Previous trips have included a ski trip to Morzine and sailing on the Solent.

So, if you're looking to learn, grow and succeed with a business that will nurture your career and reward your achievements, we'd love to hear from you.

The Role

As a Customer Support Assistant, you'll help to deliver a fantastic service to our customers. This role will involve plenty of phone-based work, so a confident telephone manner is essential.

Joining our growing Sales & Customer Service Team, you will:

- Help us respond to client requests.
- Help us provide a proactive service associated with our high-quality customer account management.

M12 Solutions' Brands:



Multiple Industry Awards:



- Assist the Sales team with post-sale contractual documentation, with responsibility for ensuring completed copies are filed correctly.
- Be responsible for administering customers' Mobile accounts with day to day change requests.
- Have the chance to increase your experience across many elements of Customer Service and Sales.
- Work as a member of our vibrant team and alongside our Head of Customer Services, who will ensure you quickly become familiar with our products and processes.

About You

To join us as a Customer Support Assistant, you'll need:

- Strong Maths and English skills (GCSE level or above)
- To be adept as a user of typical business applications including Office 365
- A friendly, confident telephone manner
- Strong organisation and administrative skills

Ideally, you'll be tech savvy or have an interest in technology. Sales or telecoms experience would be an advantage, as would an understanding of phone systems or experience using Salesforce.

M12 has many positive attributes to employment at our fast-growing firm and we have the highest client and staff retention statistics.

If you are interested in this role, please submit a cover letter and your CV to melanie.webb@m12solutions.co.uk.