

# Customer Support Representative

## **About Aviareto**

At Aviareto we build and operate a global online platform for the aviation finance industry.

We are a global service, operating an industry-platform to the highest cybersecurity standards using leading edge technology. We have invested heavily in our platform and people since we went live in 2006, and we will continue to do so. Even during the Pandemic, our business has grown, allowing us to have significant resources to invest in our future platform and skills base. We are growing our team and beginning our move to the cloud.

We are focussed on customer satisfaction. We work hard to understand our clients (through metrics and conversations) to ensure that our platform and processes are aligned with their needs, not our pre-conceptions.

We have adopted a continuous improvement approach to our business in the areas of quality, risk, cybersecurity, business continuity and customer service. Our shareholders provide excellent stability for the company and the benefits we offer are excellent. If you join Aviareto, you will be well rewarded, including pension, health insurance, life assurance and performance bonus.

As well as operating our business we are planning new lines of business and directly involved in research (applied and academic multi-disciplinary research partnering with international bodies and universities). We will support your further education and training.

During the Pandemic we have operated successfully from home, and we will continue to do so until it is safe to return to the office, possibly in Q4. Following that, we will adopt a hybrid working policy (home and office) with flexibility for individual circumstances.

Our swish office is in **Blanchardstown (Corporate Park 2)** with good public transport and free parking and includes a gym and large kitchen area.

## **About the role of Customer Service Representative**

Aviareto clients are professionals, often from law firms, banks, airlines and aircraft brokers, but also individual aircraft owners. These clients are based in over 100 countries with the bulk of our business coming from the US, Ireland, the UK and Canada. Other countries with a significant customer base are Singapore, the UAE, China, Brazil, India, Russia, South Africa and Australia.

The Customer Support team (we refer to them as registry officials) supports the use of the website ([www.internationalregistry.aero](http://www.internationalregistry.aero)) including some basic technical support for client-side issues and explains the regulations that cover the workings of the website. This team also does on-boarding of clients (checking their IDs etc) and loads data onto the website from aircraft manufacturers.

The work of a Customer Support Representative is vital to the business and requires excellent judgement, analysis and communication skills, so this is not a typical customer support team. The team is functioning very well and achieving excellent customer feedback. As well as their customer support role, Representatives participate in software testing and documentation and work within our ISO system.

Support is provided from 07.00 to 03.00 five days per week (20 hours per day). Therefore, you will be on a shift pattern where, once every 4 weeks you are on the night shift finishing at 3am. The shift patterns have been designed to minimise the effect on personal lives ( see description below). A shift allowance of €10,000 is part of the package.

We do not expect any candidate to have every skill when they start – but a keen interest in learning and understanding our business and industry are vital to success at Aviareto.

### **Responsibilities**

1. Provide email, chat and phone support demonstrating an excellent level of service to a global base of customers adhering to an SLA
2. Check account applications (including identity verification) prior to granting access to the Registry, adhering to internal policies/procedures
3. Provide on-line training to new customers of the website
4. Tracking customer feedback regarding the Registry and suggest enhancements
5. Opportunity to participate in quarterly software testing for the International Registry product

You must have the right to work in Ireland on a permanent basis without the requirement of sponsorship.

### **Skills and experience**

1. Preferably a third level qualification, however, we are open to individuals who have developed through experience and curiosity
2. Minimum 3 years' experience in a customer service role or equivalent
3. Experience supporting customers via phone, E-mail and Chat
4. A passion for customer service and ownership of the customer experience including resolution of issues and the ability to follow through on decisions.

5. Ability to minimise confusion through active listening for customers in particular where English is not their native language.
6. Able to work well as part of a team but also independently when required (experience working with remote teams)
7. Well-developed IT skills including MS-office.
8. Experience in software testing would be advantageous.
9. Effective time management including the ability to multi-task, organise and prioritise.
10. Attention to detail with excellent record keeping skills.
11. Excellent English, both written and on the phone

### **Hours of Operation**

The successful candidate will work a rotating shift pattern operating Sunday – Friday, a sample shift pattern is included below, please note this is for illustrative purposes.

Week 1: Monday – Friday - 07:00 – 15:30

Week 2: Sunday – Thursday - 18.30 – 03:00 (worked from home)

Week 3: Monday – Thursday -10:30 – 19:00; Friday 13:30 – 22:00

Week 4: Monday – Friday - 10:30 – 19:00

### **Rewards**

- Competitive salary ranging from €35,000 to €38,000 depending on experience
- Shift allowance of €10,000 PA
- Performance Bonus of 10% PA, paid quarterly
- Pension scheme 7% by employer and 5% by employee
- Private health insurance and Life assurance
- Company laptop
- Excellent office facilities including a gym and free car parking
- We have a generous and fair set of staff policies including maternity, paternity, parental leave and 25 days annual leave etc.
- Generous educational and training support provided