

# United Kingdom Jobs Expertini®

## Customer Support Agent UK (work-from-home)

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Company: Power Diary

Location: United Kingdom

Category: computer-and-mathematical

### ARE YOU CONSIDERING A CAREER IN CUSTOMER SUPPORT?

ARE YOU A SKILLED PROBLEM SOLVER AND AN EXCELLENT COMMUNICATOR?

IF SO, YOU MIGHT BE OUR NEXT CUSTOMER SUPPORT AGENT!

Power Diary is a fast-growing, values-driven company with all the right ingredients to put you on your path!

Join a great team, work remotely, AND contribute to the provision of healthcare!

### What is the role?

This role will service our customers by providing outstanding support, to improve their everyday usage and experience of Power Diary. We are looking for someone to be based in a European time zone, ideally in the UK or with a good knowledge of UK healthcare systems.

### What will you do?

On a day-to-day basis, your responsibilities and activities will include;

- Provide support to health practitioners and admin staff through email, live chat, over the phone and video conferencing

- Understand and triage incoming support requests and ensure they're assigned to the right team

- Work closely with our Engineering and Product Teams to help make Power Diary the

best it can be, by reporting any bugs and recording user feedback

Write, refine and create support replies for our users

Proactively reach out to new free trial accounts to ensure they have proper onboarding support and address specific customer queries as required

### Who are we looking for?

Experience providing software support (strongly desired, but not critical)

Well-developed customer service skills

Comfortable working to SLAs and to personal targets

A natural curiosity and aptitude to solve problems

A motivated, energetic and goal-driven approach to work

Naturally friendly and approachable

Strong written and verbal communication skills

The ability to work remotely; remote work might sound attractive but it's not for everyone

### Why you'll LOVE working at Power diary...

When you join Power Diary, you'll benefit from perks like;

#### Work from Anywhere

There are no offices at Power Diary as we've been a distributed team long before everyone else caught on. We look for the best people around the world – not just those who live within a 1 hour commute. If you like working from home, or really from anywhere, you'll find a bunch of like-minded people here.

#### Paid Time Off

There's no sense in working all the time – we believe everyone needs balance and we want you to have enough time to do other things that enrich your life. We offer all of our permanent team members 30 days of paid time off and we expect you to take it.

#### Flexibility

Need to get the kids to school or want to do a gym class in the middle of the day? No problem. We need you to be available for some agreed core hours to work with your colleagues and cover our service requirements, but other than that your time is yours.

### Competitive Pay

We aim to work with the best people – wherever and whoever they are. We know this comes at a business cost, but we consider this an investment in the company's future. We offer competitive pay and we want all team members to feel well-rewarded for their contribution.

### Results Driven

At Power Diary, we detest bureaucracy and we strive to keep the focus on building and supporting great software that will help our customers (and in turn, help more of their clients). There are no pointless meetings, forms, or other impediments in your way. As we grow, we aim to stay agile – in every way.

### Learning & Growth

We're big supporters of personal growth and development and our team is constantly learning and upskilling themselves in many different areas. Innovation is a big part of our culture and we welcome new ideas from everyone.

### Inspiring Team

We truly love our team at Power Diary and we hope you will too. We're a bunch of unique individuals from all kinds of backgrounds with a vast array of specialist skills and interests. Although we work remotely, the team works closely together and we also make time to know and support each other.

### Meaningful Work

We're constantly getting feedback from customers that are relieved to have found Power Diary. In many cases, they refer to us as a 'life saver' or a 'game changer', and it feels great to be part of something that helps people get the healthcare support they need. See our customer feedback [here](#).

## About Power Diary

Power Diary is a leading healthcare practice management system used in Australia, New Zealand, the United Kingdom, the United States and Canada.

Our mission is simple **To provide health practitioners with the ultimate Practice Management Software that makes running a health practice easier and more rewarding.**

Power Diary's customer base is growing and we need smart, passionate people to join our

team and help take us to the next level. We're looking for people who are genuinely excited to help health practitioners do their work, and be part of a globally distributed team

As a healthcare company, we care about our workforce just as much as our clients and their patients. You will enter a fun, inclusive workplace with a dedicated and driven team.

We are still a relatively small business, but self-funded and growing strongly. This is an exciting time to be at Power Diary – we have some great plans for the future and many challenging things to work on. We hope you'll consider joining our team and being part of our story!

See more information about

(\* Power Diary collects and processes your personal data for the purposes of processing employment candidate application and recruitment-related activities as well as for organisational planning purposes, for further detail, please refer to the

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