



Job Description

Customer Support Assistant

28/1/2021

300

Communications Consultants
Workplace by Facebook Partners
www.the300.co
hello@the300.co

Job title

Customer Support Assistant

Role summary

Working closely with the co-founders of 300, you'll play a key role in supporting our business to the next stage of growth. We're looking for a super keen, self-starter who can assist us in all aspects of managing the day to day running of our business. From appointment management and customer service queries to supporting sales and marketing activity. This is a great opportunity to learn about cutting edge digital technology and communications from a highly experienced but fun team.

About the role

You'll need to be comfortable working remotely and able to self motivate so you can get on with your day to day work without constant supervision. Don't worry; helping people work effectively remotely is one of the things we love to do, so you won't be alone!

Managing client queries

- Inbox management/notification management
- Diary management and booking appointments
- Checking key Workplace Groups and Chat and highlighting tasks to be actioned
- Assisting with project management, keeping track of key deadlines and sending reminders
- Liaising with key partners to follow up on queries
- Troubleshooting problems

Daily, weekly and monthly checks for clients and 300

- Check client websites and other key platforms like Bots and automations are working
- Monthly reporting for clients

Sales & marketing support



- Sending LinkedIn connection requests, following a set template
- Following up with LinkedIn connection requests, following set templates
- Ensure accepted LinkedIn connections are added to the database
- Check on dates that proposals are due
- Formatting and checking proposals
- Manage the administration of Hubspot and assist with database clean up
- Manage the newsletter / automated communications and send out
- Check responses to automated mailers and book follow-ups/update database
- Coordinate content and testimonials
- Upload articles to client websites and update website copy
- Provide administrative support for webinars and online events
- Assist with social media posting

Skillsets / Personality

- A quick learner who can grasp new concepts and can apply learning independently
- Self-starter who can use their own initiative to identify tasks for completion
- Experience supporting customer queries with a friendly, personable manner
- Excellent attention to detail, with the ability to work quickly and accurately
- Open to new ways of working, for example, we use the social collaboration platform Workplace from Facebook for all our team and some client communication
- Comfortable using technology platforms like Monday.com, Hubspot, Hootsuite, Demio and Microsoft Teams
- Good Excel skills or willing to learn and apply knowledge quickly
- Strong written communication skills and a good grasp of spelling and grammar
- Ability to use and format Google Slides, Google Docs or Powerpoint and Word to a high level

Package & hours

- Salary: £20,000 - £25,000 p/a depending on experience
- 25 days holiday
- Annual bonus based on company and individual performance
- 35 hours per week, 9-5, with options to work flexibly



Application & interview process

- Apply via CV and covering letter to hello@the300.co
- Two stage interview process with the founders of 300 to talk us through your work experience and experience using Excel, Google Slides/Powerpoint etc
- To provide testimonials / references at interview stage
- To send us links to any external facing social media eg any public Twitter accounts and your LinkedIn profile

300 - Communications Consultants

We help companies get better at talking to their people by harnessing the power of digital technology. The outcome is that work is more rewarding and our clients are more profitable.

We're not just your average communications consultancy. Phil & Caroline, co-founders of 300, bring together skills in communications, business, strategy, technology, and employee engagement.

It's how we've transformed communications at clients like Finsbury Food Group - one of the UK's leading bakery groups.

We're an established but small team, loved by our clients and are waiting for the right person to help us realise our ambitions in our next growth phase. Clients include Ralph Lauren, Ella's Kitchen and Nichols plc.



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Communications Consultants
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Phil Jenkins
Co-Founder

Caroline Watkin
Co-founder

