



Job Description

QUBE data is a market leading business renowned for delivering high quality, innovative consultancy and IT reporting solutions to automotive clients within the UK and mainland Europe. To cover a maternity leave we are now seeking to employ the right individual to further strengthen our existing team. The candidate will be innovative and enthusiastic, self-motivated and able to work as part of a team or individually. The successful candidate will be used to working in small teams, able to multi-task, be a self-starter able to cope with seeing a project through from inception to completion. Ideally they will be experienced in software support and if possible have experience in the automotive industry.

Position:

Client Support Manager

Location:

Maidstone, Kent

Remuneration:

Competitive Salary and Benefits, Negotiable depending on experience.

Position Summary:

This is an interesting and varied role. As the Client Support Manager, you will be expected to manage the helpdesk, logging and tracking calls, liaising with the development team, updating users on progress and liaising with third party suppliers. You will have strong organizational and project management skills. You will be responsible for managing data file collection and processing for the

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Client and third parties. You will work closely with the Client Manager to ensure the delivery of a first rate service to the Client. You will carry out testing across various websites and be responsible for data entry.

When required you will assist in the preparation and updating of office policies such as fire and health and safety. Manage the office telephone system via the online portal and ensure office equipment and stationary is in stock. You will be responsible for maintaining the company social media posts, quality checking the marketing data and being the point of contact for the marketing team.

You will have a number of daily and weekly key tasks relating to data entry and data checking.

Qualifications & Experience:

The candidate must have comprehensive knowledge of working with databases. A project management qualification would be useful but not essential. The following qualifications would be required.

- 5 GCSE including English and Maths above grade C.
- Experience of working in an office environment.
- Database experience but formal qualification not necessary.
- Comfortable and confident with IT systems.

Knowledge & Skills:

The candidate must be confident with outstanding communication and interpersonal abilities, together with excellent organizational and leadership skills. Previous experience of working within the automotive sector would be ideal.

Additional Skills:

Closing Date:

As soon as possible