



HELP DESK ADMINISTRATOR ROLE

SK Chase is seeking a full-time **Help Desk administrator** based in our office in Edinburgh's West End. The role offers hybrid working, with the option of working both in the office and at home.

To apply for this role please send a copy of your CV along with a cover letter to HR@skchase.com.

ABOUT SK CHASE

SK Chase pioneered digital gift voucher technology over 20 years ago & continues to transform luxury hotels gift voucher performance with our software & service. We pride ourselves on providing outstanding service to our 600+ clients based in the UK and overseas.

HELP DESK ADMINISTRATOR

The primary focus of the role will be to provide excellent first-line support via email and telephone to our luxury hotel clients. You will assist our clients in effectively utilising our system, thereby empowering them to enhance the experience of their own customers (those purchasing gift vouchers). You will also help create and publish web content on behalf of our clients using web content management systems. There are also occasional interactions with voucher buyers.

We are looking for a warm, professional, confident, articulate candidate who is a good team player. Comfortable using many different software applications, you will pick up new systems quickly and easily, have a great telephone manner and the ability to listen and fully understand our clients' requirements.

You will enjoy having a diverse range of tasks and working in a small, friendly, and efficient team, the majority of whom work remotely.

We will provide comprehensive training so that you have in-depth product knowledge of our gift voucher software and the other systems we use, so that you are able to support our customers with their questions and issues relating to the system. You don't need to possess prior experience in the systems used.



HELP DESK ADMINISTRATOR ROLE

TASKS INCLUDE:

- First response to email and telephone queries regarding gift vouchers that have been purchased via our system including extensions, refunds, amending personal messages, checking payment details, ordering replacement gift vouchers.
- Tracking delivery queries for vouchers (postal & email).
- Creating logins for new users/helping with any login queries.
- Liaising with your colleagues in remote teams via Salesforce/Slack and Zoom.
- Loading gift voucher experiences on behalf of our hotel clients.
- Creating campaigns on behalf of clients for key gifting dates such as Black Friday and Christmas.
- Adding Google Analytic tracking code to clients' sites.
- Responding to common help-desk queries including helping our clients use the system, manipulating and emailing reports.

Systems used include:

Bespoke Content Management Systems, Salesforce (CRM System), Opayo, Stripe, Photoshop, Premiere Pro, Gmail and G Suite (google docs, google sheets), Microsoft Word & Excel, Navigate phone system

POSITION SUMMARY

- **Help Desk** – Support
- **Salary:** £25,000 per annum
- **Location:** Office based (west-end Edinburgh) and the option of working remotely.
- **Work hours:** Monday to Friday, 9 am to 5 pm, with a one-hour lunch break. Flexible working options are available after the probation period.
- **Reporting to:** Head of Helpdesk
- **Contract:** 12-month fixed term contract with a 6-month probationary period, with the possibility of becoming a permanent position.

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