



Client Support Specialist

Salary:	£25,000 per annum
Hours/Term:	Full time, permanent
Location:	Edinburgh
Closing date:	Friday 31 May

Red61 is a ticketing software company, providing services and consultancy to festivals and venues around the world. We are the ticketing solution that powers the world's two biggest arts festivals - Edinburgh Festival Fringe and Adelaide Fringe – along with many other high-profile UK and international events.

We provide a highly-flexible ticketing system, able to adapt to the ever-changing needs of our clients. VIA's e-ticket scanning & web-based integration allows organisations the freedom to operate their box office on a small or large scale. These unique capabilities enable Red61's clients to provide a high quality of service and experience for their customers.

Our client-base is undergoing major expansion worldwide, and we're looking to add a UK-based Support Assistant to our team. Based in our Edinburgh office, the Support Assistant will work as part of our Customer Care team, providing support to Red61 clients using the VIA ticketing software.

Main Duties:

- Support users of our software. Users can be our clients or colleagues in other departments.
- Manage support tickets using the support system (this is currently Zendesk). Work within our service level agreements to provide a timely resolution to requests, escalating if necessary.
- Ensure that completed tickets are closed including those assigned to other staff
- Provide out of hours support on a rota basis.
- Provide onsite support when necessary.
- Provide training to clients and colleagues both face-to-face and remotely.

Other Duties:

- Maintain a good relationship with clients and keep contact details up to date with organisational changes such as new staff, or changes to contact details.
- Write and maintain support documents in line with development to the software.
- Assist with software testing as and when required. This may be a fix relating to a support ticket or a new piece of functionality being released.

About You:

- An excellent communicator in person, on the phone, and in writing.
- A competent level of basic computer skills is essential, with extended knowledge of the Microsoft Office Suite desirable.
- Comfortable working in a fast paced role and remaining calm under pressure.
- Experience in a customer service environment, and ability to multitask when required.
- Previous experience using a ticketing system in a busy environment is essential.
- Previous experience using VIA by Red61 is desirable.

To apply

Please apply through Red61's [online recruitment portal](#)

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