Customer Feedback Administrator

Ever wondered whether companies actually read all that feedback they get, or what they do with it?

The Company

Feedback Ferret automatically analyses the words that customers give in surveys, questionnaires and social media. Using our technology, we are able to rapidly convert huge volumes of customer comments into easy to understand, actionable insight. Our clients use this insight to improve their customers' experience, increasing customer satisfaction and loyalty.

We are a small business based in Bourne End, Bucks, with offices in Chicago, Poland and South Africa. To find out more about the business and our technology, visit www.feedbackferret.com .

The Role

You will join a small but experienced team of administrators to continuously build and maintain the overall accuracy of the text analytics system.

This is an administrative role. You will use reports generated by the text analysis engine to monitor the accuracy of the system, and to update the central text coding 'library' where necessary changes are identified to correctly interpret the meaning of what customers are saying.

The role will include:-

- Reading and checking the results that have been identified by the automated text analysis engine.
- Monitoring accuracy levels of the text analysis topics
- Making continual updates to the text analytics system, adding new subject matter or to improve the accuracy of the system, ensuring that we capture the way that customers express themselves.
- You will have direct ownership of specific clients within the Lexicon Team
- You will liaise with Feedback Ferret Client Services team to ensure that client priorities are understood and worked on.

You will receive extensive training on all aspects of the job.

There is minimal direct client contact: most of the liaison with clients is through our Client Services team, and there is very little telephone communication. There will be occasional client meetings to be attended.

You will report to the Lexicon Team Leader who manages the team on a daily basis, but you will have considerable autonomy to manage your own workload and priorities.

Skills & Experience

Candidates **must** have:-

- Excellent English written and verbal communication – we deal with all feedback in English and a good level of language knowledge is required.
- Fast reading – a large part of the job will require reading large volumes of customer feedback to identify where the text analytics results needs to be updated.
- Strong attention to detail.
- Logical approach to problem solving.
- Excellent knowledge of MS Office and experience using Excel.

Desired, but not essential:-

- Previous office / administrator experience.
- Experience using Pivot Tables in Excel.
- A good memory.

Other

Hours are normally 37.5 hours per week (08h30-17h00), Monday to Friday, with some flexibility, TBD.

Based at our head office in Bourne End, Buckinghamshire.

Start date: Immediate

To apply, please send your CV to jobs@feedbackferret.com together with a *letter explaining why you want to work for Feedback Ferret and why you think you would be a valuable asset to the business.*

NO AGENCIES PLEASE