About Solidaritech

Some context for the role of Customer Service Coordinator

#TechnologyForEveryone

SOLIDARITECH

About Us

Solidaritech re-purpose unwanted laptops, desktops, tablets and smart-phones, passing them on to asylum seekers and refugees to help them resolve their immigration status, pursue studies and start their lives in their new country. Solidaritech professionally wipe the device's drives, installing new Operating Systems to make a new, quicker and more usable machine.

Solidaritech was formed in 2017, and since then we've provided over 3,000 devices to people referred to us either directly or via partner organsations in the migrant support sector. We have deep and strong links in our local community and further afield across the Yorkshire and Humber region.

We started off as a small community project, but have since grown in size to deliver European funded projects and have attracted funding from organisations such as The National Lottery, Power to Change, Hilden Charitable Trust and Allen Lane Foundation.

We aren't all 'techies', we believe that access to technology is a crucial part of participating in UK life in the twenty-first century.

The Story So Far

FORMED IN 2017

3000+ OUTGOING DONATIONS

SOLIDARITECH HAS HELPED PEOPLE WITH

EDUCATION
FURTHER, HIGHER & VOCATIONAL

FIND LOVED ONES
PIECING LIFE BACK TOGETHER

ACCESS SERVICES
FIND HELP & SUPPORT GROUPS

PROGRESS CASES
FIND LEGAL HELP & SUPPORT

HELPED PEOPLE FROM...

42 COUNTRIES

SOLIDARITECH

Our Process

 DONATE YOUR OLD TECHNOLOGY

 WE WIPE YOUR DATA

 WE FIX ANY FAULTS

 DONATE TO BENEFICIARIES

SOLIDARITECH

About The Role

The Customer Service Coordinator (CSC) will have the objective of increasing efficiency of our customer communication with donors and beneficiaries. Around 90% of Solidaritech referrals (requests for laptops, phones, tablets and computers) come from partner organisations and this role will make our referrals more consultative and 'human shaped'. Your role will be to work with Solidaritech technicians to get the right thing for the right person, quickly and efficiently.

The CEO will supervise the CSC, creating additional capacity for technical staff to focus on refurbishing technology. The CSC will also support the development of SolidCRM (Our bespoke Customer Relationship Management system) by testing the system's use as the development progresses. We are not looking for a 'techie' person for this role, though knowledge and experience with in working with technology will definitely be a big help. Mainly we're looking for someone who is interested in improving the customer experience, and who is able to work with a diverse - ethnically, religiously, and culturally speaking - client group to achieve results for us and our customers.
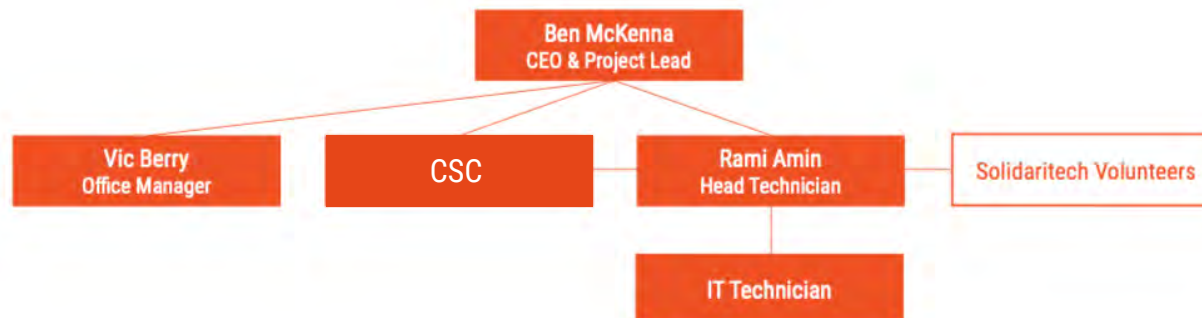
With a client group as diverse as ours - last week we dealt with people from Russia, Africa, South and Central America, the Middle East and East Asia - it can sometimes be hard to get clarity in terms of the specific user's needs, however it is a crucial part of providing them the right item of technology for what can sometimes be quite a specific role. With an improved customer experience, the right person and more time to get to the bottom of a client's user needs we can improve this area of our work.

How This Role Fits In

Current Structure

Ben McKenna
CEO & Project Lead

Vic Berry
Office Manager

Rami Amin
Technician

Solidaritech Volunteers

Proposed Structure

Ben McKenna
CEO & Project Lead

Vic Berry
Office Manager

CSC

Rami Amin
Head Technician

Solidaritech Volunteers

IT Technician

How Solidaritech's SolidCRM Works

The development of SolidCRM has been the culmination of a lot of work by staff and volunteers, and since being launched last year it has seen an impact on both donations in and donations out. However, SolidCRM is not a completed piece of technology, it is instead an evolving piece of work which we are continuing to augment around staff, donors and volunteers to ensure it gives us what we want as a business.

SolidCRM allows us to capture referral data through forms on the front end of the website, this feeds into our referrals process, with the person being referred or the referring agency then being contacted to establish their needs before a matching machine is either dispatched or made available to be picked up.

However, this process is the bare minimum of what can be achieved and there are several points within it that we can expand on to do a better job. These could be, but aren't limited to, having a longer dialogue during the matching process with the client referred to us, returning to clients after they've received technology to see how the process was for them and integrating any process changes based on client feedback into the SolidCRM and client process.

We may also benefit from more regular contact with larger-scale corporate donors, to ensure that the supply of technology better meets the demand, which has historically always outstripped supply. SolidCRM can help diarise these calls, by logging interactions.

Further Reading

You can read more about Solidaritech on their website www.solidaritech.com.

If you're interested in who we are and what we do you can watch a [short documentary about us here](#).

We were also recently featured in a [news article](#) about community businesses.

Thank you!