

Job Description

Job Title	Customer Liaison Officer
Department	Regeneration
Location	West Central Scotland
Reporting to	Site Managers, Project Managers, Senior Project Managers, Planned Works Team Leader
Line Manager to	Planned Works Team Leader
Key Relationships	Operations Manager, Customer Liaison Team, Site Manager, Contracts Managers, Site Supervisors, Administration Team, Customers, Sub Contractors, Clients, and Customers

The information given below is intended to provide an understanding and appreciation of the workload of the job and its role within Everwarm. The job description outlines the main purposes in general terms only and is not intended to be prescriptive.

You may be required to carry out other duties in order to commensurate with the post. This will not change the character or purpose of the post but will be necessary to maintain high standards of business practice.

This job description, through Business reasons, may be altered from time to time to meet the changing needs of the Company.

Overview of role:

The role of the Customer Liaison Officer is to assist with the smooth running and progress of projects, building and maintaining positive relationships between the Customers, Sub-Contractors, Client representatives and the Everwarm team members and to assist Everwarm to meet and improve their business plan KPI target.

General Duties/Key Responsibilities:

- ☛ To be the first port of call for Customers who are experiencing difficulties with the implementation of planned maintenance works/ Programmed upgrade works
- ☛ To liaise closely with Customers in their homes, to discuss their specific circumstances and create household profiles to assist the delivery of planned maintenance works programmes with the minimum of disruption
- ☛ To keep all lines of communication open between all parties to ensure the smooth running of the works
- ☛ To maintain up to date records of documentation
- ☛ To minimise and manage complaints
- ☛ Deliver prompt, accurate and relevant information through written and verbal correspondence
- ☛ To attend Customers meetings which may occur outside of working hours
- ☛ To produce weekly reports on projects for the administration and site team.
- ☛ To assist the site team to plan and organise sequence of works according to the information received
- ☛ To carry out written and photographic condition surveys of properties prior to the works and during the works.
- ☛ Identifying risks and areas of concern prior to commencement of works/during works
- ☛ Generating disclaimers identifying where risks may arise
- ☛ Effective and efficient management of own time
- ☛ Additional duties as and when business needs require.

Job Description

Skills, Knowledge, and Experience

- ✳ Confident ability to use Word, Excel, Spreadsheets, Email and Databases
- ✳ Excellent face-to-face and telephone communicator
- ✳ In answering a busy telephone line.
- ✳ Providing routine correspondences both written and orally.
- ✳ Experience in a customer service-related background.
- ✳ Previous experience in a fast-paced environment, working under pressure.
- ✳ Ability to adapt quickly to changing priorities.
- ✳ Experience in working within a team, team environment.
- ✳ Used to self-managing, prioritising workloads, and ensuring tasks are completed on time.

Qualifications

- ✳ No formal qualifications are required for this however you must demonstrate relevant experience

Additional Requirements

- ✳ Disclosure Check/DBS
- ✳ Full Clean Driving License

What We Offer

- ✳ Competitive Salary
- ✳ Employer contributed pension scheme
- ✳ Employee Assistance Programme with 24 hours telephone and online access and 6 counselling sessions.
- ✳ 32 days annual leave (Inc. statutory bank holidays and Christmas and New Year Closure!)
- ✳ Generous sick leave
- ✳ Get rewarded for innovation! Maybe you are the next James Dyson? Our Innovation Station rewards employees and their ideas that help continuous improvement across the business.
- ✳ Enhanced Maternity and Paternity Leave as part of our family-friendly benefits.
- ✳ A Flexible Benefits Scheme (including buy and sell holidays, bike to work scheme, and Healthshield care plan).
- ✳ Access to working group representatives including our ERC, Gender & Equality, and Ethnicity & Diversity for your voice to be heard and help us keep that personal touch.
- ✳ The opportunity to join our Sharesave Scheme to become a shareholder in the Sureserve Group and start saving today!
- ✳ Sureserve Group Academy programme that acknowledges the success of our trainees and apprentices
- ✳ Sureserve Group Legends scheme, with a reward for the ultimate legend!
- ✳ Employee engagement events to bring together colleagues and families e.g., Everwarm Family Fun Day, Summer BBQ, Christmas Night out!