

# Job Description

Job Title	Customer Support Coordinator
Department	Services
Location	Bathgate
Reporting to	Administration Manager
Line Manager to	N/A
Key Relationships	Operations Director, Area Site and Project Managers, Administrators, Senior Management Team, Customers, Clients, Sub-contractors, H&S.

*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.*

## Main Duties and Responsibilities:

- ☛ Daily Mailbox management, fielding customer enquiries relating to our Smart Solutions contract, these will be customers at various points in their journey. Incoming emails will require fast responses, follow up and closure for each enquiry received.
- ☛ Support the successful resolution of customer enquiries and complaints both orally and written.
- ☛ Act as a focal point for escalated customer complaints.
- ☛ Deliver to agreed contract service levels.
- ☛ Manage more difficult, sensitive and escalated calls and support customers through their customer journey.
- ☛ Provide and maintain a comprehensive tracker of any live complaints ensuring regular contact is maintained between the customer and line manager and ensuring customer resolution.
- ☛ Support a continuous improvement culture.
- ☛ Instill a customer facing culture to deliver best in class services.
- ☛ Manage projects and change that will improve the overall service delivery of the Department.
- ☛ Build excellent relationships with clients.
- ☛ Run weekly reports and updates accordingly, to ensure enquiries are kept within agreed SLAs.

## Qualifications/Experience required:

- ☛ Successful customer journey experience with a focus on customer complaint resolution.

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## Skills Required:

- Strong communicator who is organised and persuasive.
- Genuine interest in helping and supporting people.
- Able to create a professional image both internally and externally.
- Meticulous attention to detail.
- Excellent Customer Service background.
- Exceptional written and verbal communication skills.
- Ability to assess situations and develop/implement improvement plans.
- Ability to work effectively at all levels of the Company
- Commercial awareness
- Excellent computer skills in packages such as Microsoft Outlook, Excel and Word, Visio and PowerPoint.

## Additional Requirements:

- Enhanced Disclosure Check
- 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!