

Job Description

Job Title	Customer Liaison Officer
Department	EWI
Location	Site-based throughout Scotland, travel as business needs require.
Reporting to	Customer Liaison Manager
Key Relationships	Customer Liaison Team, Area Manager, Site Manager, Site Supervisor, Administration Team, Customers, Sub Contractors and Clients

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.

Main Duties and 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 CLM, 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.

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Qualifications

- Valid CSCS Card
- Valid First Aid Certificate

Person Specification

Abilities:

- Excellent people-focused skills, personable, and good communicator.
- Able to work to tight deadlines and under challenging conditions.
- Able to self-manage punctuality, attendance and time

Experience:

- Experience within a customer-focused role, or operational role.
- Good communication and influencing skills.
- Accurate recording and reporting of information.
- Ability to working autonomously.
- Planning and Organizing (Scheduling own workload, keeping to reporting deadlines).
- IT skills (desirable as training would be provided).

Additional Requirements:

- 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.
- Car Allowance or Company Van.
- Generous sick leave.
- 32 days annual leave (Inc. statutory bank holidays and Christmas and New Year Closure!).
- 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!
- Access to Flexible Benefits Scheme (including buy holidays, discount to retailers, bike to work scheme, Healthshield care plan, and many more).
- Work for PLC Company with option to join share save scheme.