

CAREERS AT CERTSURE

Job Title:	Customer Relations Executive
Location:	Head Office in Bedfordshire Position is office based (however there may be an option to adopt a hybrid working pattern after successfully completing of the probation period).
Salary:	circa £ 21,715
Hours:	Full time
Contract:	Permanent
Vacancy Number:	022/052
Closing Date:	21st August 2022

About the role...

We have an exciting opportunity for a Customer Relations Executive to join our organisation, based at our Head Office in Bedfordshire. Position is office based (however there may be an option to adopt a hybrid working pattern after successfully completing of the probation period).

The main purpose and focus of the role is to; resolve complaints in an efficient and effective manner, with technical excellence at the forefront of every element of complaint handling.

The post holder will be responsible for administrating, investigating and resolving all complaints effectively and communicating outcomes to all parties. The post holder will use their excellent communication skills in liaising with staff across the organisation as part of the complaint investigation process.

About the company...

Certsure offers industry-leading certification services, Building Regulations schemes, products and support to the construction industry.

We are dedicated to providing professional services and certification to a wide range of customers across the building services sector. Our products and services are delivered through the marketing-leading brand NICEIC.

Quality is the foundation of everything we do and as a result, many of our products are Government-recognised and United Kingdom Accreditation Service (UKAS) approved. From the technically excellent assessors to service advisors who really "get" our customers – we are always on the lookout for talented people to join our team.



Proudly
supporting



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What you'll be doing...

- Record, review and respond to customer complaints in an effective and timely manner about any activity associated with Certsure or their registered contractors.
- Take ownership of the complaint on behalf of the customer and liaise with all relevant parties on the progress, status and outcome of each issue raised.
- Organise and plan workload to ensure that complaints are resolved within the performance targets set.
- Where appropriate to consult with technical staff including assessing the degree of urgency and special consideration required for complaint resolution, bringing high risk complaints to the attention of the Customer Relations Team Leader/Manager.
- Assist in improving the level of Customer Service delivered across the group by identifying recurring problems that are driving complaints and providing input in to any proposed solutions.
- Produce data on complaint volumes, response times and complaint types in the preparation of management reports.
- Assist in the development and service improvement of the Customer Relations Team by consistently reviewing the processes we operate and making suggestions for improvement.
- Comply with the requirements of the Health and Safety policy.
- Undertake any other duties as appropriate within their competence, as required by their line manager from time to time.

What we're looking for...

- Experience of working in a Customer Service environment where delivering exceptional service is paramount to the organisation's success.
- Excellent written and verbal communication skills with the ability to communicate at all levels of the organisation and deal with situations of conflict in a calm and diplomatic manner.
- Ability to investigate and analyse complaints, identify the appropriate solution and communicate our decisions in an effective manner.
- Ability to organise and prioritise your workload to ensure our targets are met, with minimum supervision.
- Highly motivated with excellent organisational skills and experience of using Microsoft Office packages.
- Ability and commitment to follow Certsure's Behaviours for Success.
- Ability to work collaboratively across all areas of the business.
- Takes ownership and personal responsibility for own learning and development.

What we offer you...

- 25 days annual leave (pro rata for part time)
- Up to 3 flexi-days each year (pro rata for part time)
- Special domestic leave of up to 5 days each year (pro rata for part time)
- Learning and development opportunities
- Pension scheme

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- Life Assurance
- Private healthcare
- Employee Discount platform
- Loyalty days
- Loyalty awards
- Employee Recognition
- Refer-a-friend scheme
- Free eye tests
- Bike loan scheme

Find out more about us...

Websites: www.certsure.com or www.niceic.com

Twitter: @officialNICEIC

LinkedIn: <https://www.linkedin.com/company/niceic>

Facebook: <https://www.facebook.com/NICEIC/>

Instagram: <https://www.instagram.com/officialniceic>

How to apply...

If you think this is the job for you, then we'd be delighted to hear from you!

Please send your CV and a covering letter to vacancies@certsure.com.

We're unable to respond to all applicants due to the high volumes of CVs we receive. Therefore, if you don't hear from us, unfortunately this means you've been unsuccessful on this occasion.