**Ca**

**Role Profile: Customer Relations Officer**

**Department:** Portsmouth City Council

**Location:** Portsmouth

**Hours:** 40 hours

**Salary:** £27,300 per annum

**Benefits:** 23 Days Holiday, Pension and Life Assurance

**Who you report to:** Office Manager

**Who reports to you;** N/A

**SUMMARY OF ROLE**

Working in a call centre environment responsible for the management of the Compliments, Complaints, Customer Portal, Customers Satisfaction and Customer Texting Service process and procedures. Ensuring this is managed effectively and efficiently, you must be focused on delivering customer service excellence to ensure the right outcome are achieved.

To succeed in this role, it is essential that you have a positive, professional, and versatile attitude at all times. You will need to have excellent interpersonal skills and maintain a level headed approach when dealing with contentious situations. Our purpose is to deliver “the right work at the right time” for the customer and you will need to use your skills, knowledge, experience, and training to ensure this is achieved.

**KEY RESPONSIBILITIES**

* To manage the end-to-end process for all information received maintaining the Compliments and Complaints register and customer portals.
* To record accurate, and valuable information directly into the Compliments and Complaints Register, our Job Management Systems, and Client Databases.
* Ensure Compliments and Complaints are being dealt with in a timely manner.
* To provide customer service excellence for all internal and external customers.
* Ensure Complaints and Compliments are addressed by following our Integrated Management System processes and procedures, highlighting, and escalating when this does not happen to ensure its not repeated.
* Work closely with the Repairs Management Teams to identify the root cause of a complaint and ensure the corrective action is undertaken to resolve the complaint in a timely manner for the Customer.
* Ensure you manage customer satisfaction feedback from the portal to identify issues to resolve immediately and trends to be addressed for continual improvement.
* Work with Repairs Management Teams to learn lessons and prevent similar complaints in the future.
* Use data and measures to monitor performance of Complaints and Compliments that identify areas for improvement.
* Ensure you have an understanding of the service delivery model and our purpose “Right Work at the Right Time”.
* To assist with any other administrative activities that are required to support the team, to effectively manage the service.
* You are responsible for your own Health & Safety and are expected to work with the Company and your line manger to ensure safety guidelines are followed and adhered.
* To live the Mountjoy ethos and values at all times with whoever you deal or engage with.

**SKILLS REQUIRED**

* Be very comfortable to operate in a changing and evolving environment, enjoying the challenge and embracing change with a positive attitude.
* Possess good interpersonal skills and ability to communicate at all levels in a professional manner.
* Able to communicate with the workforce and be able to remain professional even when issues are contentious.
* Have an empathetic, patient and positive attitude.
* A confident and professional telephone manner.
* Have good intermediate computer skills in all MS Office applications and be very comfortable with using MS Excel to manage registers and manipulate data.
* IT literate and able to learn quickly to be comfortable in using Mountjoy and Client job management systems.
* Be extremely organised and self-motivated, able to self-manage and prioritise work and have a desire to solve problems and eliminate waste.
* Proactive in identifying your development needs and doing something to overcome them.
* Be a team player by understanding what it is to be part of a team sharing experiences and learning.

**KNOWLEDGE REQUIRED**

* Knowledge of building maintenance activities and the causes of complaints received (Desirable)

**QUALIFICATION REQUIRED**

* GCSE or equivalent grade C or above in Math and English.
* Customer Service qualification (Desirable)

**EXPERIENCE**

* Minimum of 2 years Customer Service Experience.
* Have previous complaint or dispute handling and investigation experience.