

## Job description

<b>Role title</b>	Customer Care Coordinator
<b>Reporting to</b>	Customer Care Team Leader
<b>Role duration</b>	12 Month Fixed Term Contract

### Purpose of the role

<b>Responsibilities</b>
<ul style="list-style-type: none"> <li>• Provide outstanding customer service to improve customer satisfaction and nurture client relationships</li> <li>• Operate with self-awareness inspiring a culture of continuous improvement</li> <li>• Place customers at the centre of everything you do, understanding their wants and needs</li> <li>• Maintain the critical link between clients, service providers and operations managers to achieve a best-in-class service</li> </ul>
<b>Key accountabilities</b>
<ul style="list-style-type: none"> <li>• Working as part of a team to ensure processes and procedures are followed accurately and are aligned to the Customer Care Standard Operating Procedures</li> <li>• Coordinating the daily work flow for the management of service delivery to assigned customer contracts</li> <li>• Answer all telephone calls promptly and appropriately, in line with contractual obligations</li> <li>• Proactively resolving customer enquiries within first contact</li> <li>• Diligently monitor the SLA charters for assigned customer contracts, escalating any instances of confirmed or potential failure via the agreed frameworks</li> <li>• Setting client expectations and striving to exceed these at all times</li> <li>• Establish and maintain external supplier relationships to assist with maintaining and exceptional level of customer service</li> <li>• Performance manage internal and external suppliers ensuring service is delivered within contractual service level agreements</li> <li>• Produce client facing estimates and quotations</li> <li>• Process purchase orders</li> <li>• Coordinate email traffic within the central shared inboxes</li> <li>• Upload data from service intervention records into the CMMS</li> <li>• Provide cross-functional support for other sub teams where required</li> </ul>

### Capability profile

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
NVQ 1-4 Customer Service		✓
Vocational Customer Service Certificate		✓
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Excellent verbal communication	✓	
Excellent written communication	✓	
Intermediate IT skills to include Excel, Word and Outlook	✓	
Self-motivated with a flexible can do attitude	✓	

Adaptability to change	✓	
Good inter-personal skills, must be able to work as part of a team as well as individually	✓	
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Working in a call centre environment	✓	
Understanding and monitoring service level agreements		✓
Ability to recover customer conflict through the use of positive language		✓
An understanding of medical equipment		✓
Ability to manage multiple stakeholders simultaneously	✓	
<b>Languages</b>	<b>Essential</b>	<b>Desirable</b>
English	✓	

### Mobility requirements

<b>Role location</b>	Theale
<b>UK travel</b>	No
<b>International travel</b>	No

### Other

<b>Ergéa Quality Assurance and Environmental and Health &amp; Safety</b>
Comply with policies, and work to maintain a high standard of customer service and protect the safety and health of you, your colleagues, our customers and members of the public. Promptly raise any concerns regarding potential violations of the policies.

<b>DBS - Disclosure &amp; Barring Service disclosure (formally Criminal Records Bureau disclosure)</b>
<u>A DBS Enhanced Disclosure is required for all applicants.</u>
The successful applicant must agree to an Enhanced Disclosure under the Disclosure Barring Service Records Bureau procedures. Employment will be offered to the successful applicant subject to a satisfactory Disclosure report.

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