



Job Description

Job Title: Customer Support Advisor

Company: Network Plus

Location: Derby

Salary: £21,500

Hours: 40

About the Business:

Network Plus is a leading utility and infrastructure service provider. Every day, we safely maintain, construct and deliver essential services to millions of customers across the UK. Since starting the Company in 2000, Network Plus has grown considerably and now employ over 2000 people across the country.

Job Purpose

As a Customer Support Advisor, you will provide support to the contract to deliver excellent customer service. You will be responsible for ensuring complaints and escalated contacts are dealt with swiftly within agreed service levels. You will use various IT systems to access information and gain a good understanding of the status of issues, what work has been completed and proactively chase others for a resolution, on behalf of the customer. You will continuously review lessons learnt using various sources of information including complaints, survey results and customer feedback.

Location

Raynesway, Derby.

A brand new central customer centre has been established within the Severn Trent regional premises at Raynesway, Derby. The role therefore involves working alongside our client, Severn Trent and working as one team. A shared kitchen / breakout area has been set up with canteen facilities available post COVID-19. The location has an on-site restaurant and coffee shop and good transport links.

Responsibilities

- Main point of contact for receipt and provision of substantive responses to customer complaints referred by Severn Trent.
- Monitor the response to customer complaints to ensure they are provided within agreed SLAs. Chase responses from relevant parts of the contract and various resources to provide a comprehensive response to the customer.



- Use a variety of IT systems including Severn Trent work planning system (SAP), Severn Trent CRM system and other platforms such as Microsoft Dynamics (complaints system and Pipeup) to fully understand the status of a customers' issue, what has taken place and how their issue is to be resolved. Your role will involve keeping the IT systems up to date with the steps you have taken, agreements made with customers and the outcomes.
- Proactively contact customers through their preferred channel as required to resolve and bring closure to customer queries, complaints and issues. Take ownership and act as a key escalation point for complaints, repetitive issues or failures. Resolve customer enquiries and complaints which have been referred to you through a variety of routes. You will be expected to carry out customer case management until any issues are fully resolved.
- Ensure information and actions taken to resolve customer issues or complaints are accurately recorded in the relevant IT systems.
- Conduct lessons learnt and take part in deep dive sessions to understand the root cause of customer issues, complaints and queries.
- Ensure compliant regulatory reporting for matters associated with customer service.
- Liaises with Severn Trent client representatives who are seeking feedback or progress relating to a customer complaint or escalated issue.
- Agree gestures of goodwill and compensation payments as applicable with the customer and Severn Trent, using established guidelines to support decision making.

Key skills, experience and qualifications

Knowledge and skills:

- Highly IT literate – able to learn and use IT systems with ease. Knowledge of SAP would be an advantage.
- Able to use Microsoft packages – in particular, Word and Excel
- Strong planning and organisational skills
- Strong communication skills to communicate effectively with customers and Severn Trent stakeholders
- Able to utilise telephony systems to make and receive customer calls, texts and emails.

Qualifications:



- None specified.

Salary and Benefits

Salary: A competitive salary will be paid, with a full benefits package.

Hours: 40 hour week (8am – 4pm)

At Network Plus, we are always looking for people who can help us deliver exceptional service to our clients and customers. We carry out a wide range of activities in a variety of sectors, so careers with us offer plenty of opportunity for progression.

We believe in long term investment in our employees, including training, development programmes and continuing professional development (CPD). We are committed to recruiting from every community regardless of gender, age, race, disability, sexual orientation or social background.

We are Armed Forces-friendly. We welcome applications from ex-Armed Forces personnel, reservists, armed forces veterans, cadet instructors and military spouses/partners.