



## **JOB DESCRIPTION**

**Job Title:** Customer Complaints Officer

**Responsible to:** Project Manager of 'asert'

**Reporting to:** Mears Branch Manager/ Business Partner

### **Main Purpose of the Job**

To be an effective communicator and ensure all complaints are acknowledged in a timely manner and customers are kept informed throughout the complaint process.

To manage the resolution of customer complaints, within given timescales.

To be the first point of contact for all customer related issues.

To liaise with the client on a weekly basis and report on the level of customer complaint resolutions.

To be the main point of contact for tenants receiving services from Mears, maximising customer satisfaction and ensuring full communication at all times.

To provide complaint trends and communicate lessons learnt to the Branch manager and Business Partner, so service levels can be improved.

### **Key Duties and Responsibilities**

To be responsible for investigation, resolution and reporting of all customer related complaints.

To input all complaints onto the Mears database, reporting and seeing through to completion. This will involve completing Client paperwork to ensure 360 degree communication.

Escalate all unresolved issues/complaints to your line manager whilst keeping the Branch Manager and Business Partner informed at Branch level.

To ensure all Mears policies and procedures relating to customer complaints are followed and are adhered to and documented within the branch.

To be the main point of tenant contact, liaising with operational colleagues ensuring that tenants are kept fully informed of progress at all times.

Respond positively to any new initiatives that are brought into practice making sure they easily become part of the customer experience service delivery.

Ensure that all written communication is carried out as per the customer care procedures and any contractual specification.

To monitor all potential claims ensuring minimal financial impact to the branch and company.

Raise cheques and record their distribution for auditing purposes.

Obtain approval for compensation payments and ensure all parties are kept informed.

To liaise with all levels of management throughout the business, including clients and tenants.

To act as an ambassador for asert and behave in a professional and courteous manner at all times.

To be pro-active in the development of good relations within the community and this may involve attending Client Meetings or attending tenant groups, to update on complaints, this would be by exception.

## **General**

To participate in the organisations training programmes and other activities as appropriate.

To adhere to 'asert's policies and procedures with particular reference to the following:

- Health and Safety
- Lone Working
- Safeguarding and Vulnerable Persons
- Customer Care

To attend meetings regarded as essential in the performance of the role.

This role provides a service to a business which is generally limited to one branch, however on occasion in order to attend training, provide cover and attend meetings, the job holder may be required to travel and be able to do such travel with the occasional overnight stay away from the base office.

**ALL 'ASERT' EMPLOYEES ARE SUBJECT TO AN ENHANCED CRB CHECK**