Customer Assurance Agent

Job Title:	Customer Assurance Agent
Department:	FM Direct
Reporting to:	Team Manager
Responsible for (staff):	N/A
Location:	Redditch
General Purpose of Role:	The Customer Assurance Team is based in Redditch as part of the FM Direct Team. The role consists of a fast-paced environment where you are required to frequently liaise with the customers, stakeholders and Senior Management to minimise customer impact and maximize store trading and key assets. You must have excellent customer service skills be a self-motivated person who likes to consistently deliver quality and has an eye for attention to detail. The person will have diverse communication methods and being able to adapt and react under pressure. A friendly, approachable person is a necessity as the successful candidate will be work as part of a small team in a large department. You will form part of a shift rota where you will be required to work weekends and flexible in your working hours.

ACCOUNTABILITIES

- Complete FM Incident reports for different types of customer sites, establishing root causes of problems
- Complete reports for Senior Management updating and communicating high priority assets
- Progressing and taking ownership of customer issues and progressing to resolution.
- Updating and investigating customer issues with accuracy and tenacity to resolution
- Internal and external communications with key stakeholders and Senior Management regarding key issues and personnel for weekends and public holidays
- Support management team with high priority customer issues and sourcing information for analysis
- Follow processes and procedures in line with Arcus FM's quality standards
- Act as an overflow to support the FM Direct Team with duties
- Liaise with the relevant performance managers to assist in improving service delivery
- Ensure timely and accurate communication and hand over's between all areas of responsibility and shifts
- Identify opportunities to improve the Customer experience in every interaction or step in the process

KNOWLEDGE AND SKILLS

Specific Qualifications:

Knowledge
- Thorough knowledge of FM operations to include a good knowledge of web based software, IT best practices, industry trends and customer service
- Understanding of FM and support services contracting and performance measurement and monitoring
- Understanding and experience of the retail industry desirable

Skills Competence

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- Excellent verbal communication skills
- Accuracy & Precision in all written communication
- IT literate with experience of MS Office applications i.e. Word and Excel is imperative
- Excellent administration and time management skills
- Excellent communication skills and attention to detail
- Innovative and creative and acts as a role model in promoting and supporting in delivering change across the business
- Looks at everything we do and asks How can we do this better?
- Ability to work under pressure and meet tight deadlines

Desirable:
- Problem Solving,
- Facilities Management knowledge and experience,
- Resolving Conflict,
- Analysing Information
- Provided root cause analysis on all enquiries

VALUES & BEHAVIOURS

Do it **SIMPLY**:
- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

Do it **WELL**:
- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

Do it **WITH PASSION**:
- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others

OTHER FACTORS

- You will form part of a shift rota where you will be required to work weekends and flexible in your working hours
- Flexible in working hours between Sunday – Saturday – 6.00am – 9.00pm
- Occasional support required away from Upminster or at business related sites

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