

Purpose and objectives of the role

You will be responsible and take ownership for supervising, managing and monitoring the overall success of customer care jobs within our new build division. Co-ordinating with our clients measuring against KPI's using our CRM system and other software as required, whilst working closely with our new build contracts managers and engineers, your responsibilities include but are not limited to the following:

- Adhere to process for receipt of aftersales instructions to attend faults
- Log details onto CRM system and update during process until completed and able to resolve
- Work to 3 stage contact process within set service level agreements and advise builder if access not obtained
- Upon successful contact with customer arrange suitable appointment with aftersales/remedial engineer
- Check previous days appointments for any instructions to be resolved or parts needed to be ordered and update builder
- Check on daily basis for any parts received that now require appointment to be made and update CRM
- Liaise with manufacturer's for and product defects and obtain parts f.o.c.
- If boiler fault received pass onto boiler manufacturer for warranty call if applicable
- Monitor CRM log to ensure all unresolved cases are correct, manual log to be cross referenced
- Any chargeable works to be invoiced
- End of month new build final valuations checked against all cp1/12 or cd10 documents to ensure received and checked
- Gas safe/oftec all properties
- Scan all cp1/cp12 or cd10 documents and attach to CRM account
- Log all equipment onto CRM account
- Register service date onto CRM for heat plan to be targeted
- Collate all weekly new build time sheets
- Check time sheets to ensure all details of claim are correct
- Enter analysis of time sheet claim sheet onto current system
- Ensure any documentation being claimed is actually received i.e. pressure test certificates, if not do not pay and log to chase
- Process new build costing onto monthly spreadsheet for finance department.
- Deal with all other areas of aftersales referred by install team
- Analyse CRM for common faults (CRM to be re-configured to accommodate this) – report on weekly basis to operations director
- File all final check, pressure test certificates, cp1, cp12, cd10 and any other documents
- Record all contra charge notifications as soon as received, check out to establish if willing to accept, if not respond to builder within 2 days of notification to dispute
- Any other duties reasonably requested to cover business steps

This is an exciting opportunity for an exceptional individual to join this fast paced, well established friendly team, with excellent career progression opportunities.

Person specification

- Strong Customer Focus ensuring we always do the right thing for the customer
- Confident professional telephone manner

- Good time keeping
- IT literate with sound experience using Microsoft Office and CRM essential.
- Strong organisational and client service skills.
- Well presented, with a strong work ethic and sense of integrity.
- Good communicator, with a high level of numeracy and literacy in English.
- Ability to work under pressure both individually and as part of a team.
- Organised and professional

Key Relationships

Internal

- Board of Directors, Managers, Finance and admin team

External

- Clients, Customers & sales merchants

Gregor Heating's Values

- **Passion** –We are passionate about the quality of our work and the service we provide to our customers, suppliers and each other
- **Pride** –We are proud of our Company and our reputation and are committed to being the best we can
- **Professionalism** –We are qualified and well trained team, always behaving in a professional manner treating everyone with courtesy, respect and consideration
- **Protective** –We will protect the reputation and sustainability of our business and are accountable for every decision we make. We are trusted and reliable
- **Proactive** –We are forward thinking. We use the very best technology, equipment and training to always be able to provide the best solution for the customer

To apply for this role please submit your CV to Jane Putley jane@gregorheating.co.uk