**Job Title:** – Customer Care Manager

**Department:** New Build After Sales

**Salary Range:** £32K - £37K

**Job Purpose**

To provide outstanding customer service as we continue to expand our New Build Department with over 70 live sites. It is essential to have a good practical understanding of general plumbing and heating knowledge whilst being commercially astute.

We are a long-established company trading for over 30 years with a reputation for exceeding customer/client expectation and having in excess of 120 employees across the South West Region.

This is an exciting time to join our business and be part of our continued success story, whilst furthering your own career.

**Main duties and responsibilities**

Ultimately you will be heading up the after sales department, taking sole responsibility for supporting the admin and after sales engineers on all day-to-day enquiries, warranty issues, sales extras, and latent defects, by implementing a structured investigation and resolution plan to ensure defects are prioritised and dealt with as expediently as possible, to ensure minimum inconvenience to our customers at the same time being commercially astute.

* Cultivating good working relationships and a one team approach both internally and with our supply chain partners to ensure any remedial work is completed in a timely manner, by:
  + Overseeing the management of diaries to ensure jobs are planned effectively.
  + Monitor 1st fix rate, escalating where necessary any patterns identified to the Operations Director.
  + Ensure all chargeable works are invoiced accurately and on a timely basis (monthly)
  + Working in conjunction with our Senior Quantity Surveyor to manage the contra charge process effectively.
  + Identify manufacturer’s defects and escalate accordingly and obtain free of charge replacement parts etc, following established processes.
* Working with the Administration Team to ensure all defect trackers are continually up to date and anything overdue is actioned as quickly as possible ensuring KPI's are met.
* Provide support and coaching as required for the immediate team to ensure all calls and visits are prioritised accordingly, whilst always liaising and updating our customers.
* Identifying any potential health and safety/vulnerability high risk activities and managing them accordingly.
* Active and effective participation and contribution in Management/ Client meetings.
* To support any other reasonable duties as and when required by the business.

**Key Relationships**

**Internal**

Operations Director, Senior Quantity Surveyor, Contract Manager’s, Customer Care Engineers & Procurement Team.

**External**

Clients and Customers, Sales Merchants, Manufacturers & Contracts Managers.

**Experience**

* Working within the construction industry in a similar customer care after sales role.
* Building relationships with the ability to create win-win situations.
* General Health and Safety awareness.
* Good general knowledge of plumbing & heating within the home.
* Good commercial awareness to deliver exceptional customer service.

**Skills**

* Motivational and positively engaging with your team to deliver company best practise (essential)
* Being self-motivated, with the ability to think outside the box.
* Strong interpersonal and man management skills.
* Good IT Skills.

**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.

Type of person we are looking for, someone with a construction industry background, ideally New Build, which could be a New Build Client, possible former trades person, Trainee Surveyor within a Housing Association, Bathroom Showroom Manager, Lettings Agent (Private or Social).