

Job Description

Job title	Customer Contact Specialist	Date
Reports to (title)		
Contract/Department		Revision
Location		

Job purpose

Describe the overall purpose of the job in two or three sentences.

- Provide a professional customer focussed service for all clients and customers of the contract requesting work through EMCOR, ensuring the highest standards of customer care and communication at all times.
- Making our customers lives' easier is a critical element of this role
- Be an ambassador of the EMCOR Group (UK) plc

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Provide a professional, dedicated and customer focussed service to all callers to the UUFM telephone line ensuring all tasks subsequently logged onto the CAFM system are to a high degree of accuracy that meets the customers' expectations and requirements.
- Schedule all tasks to both internal and external resources using the CAFM system and the EMMA application ensuring relevant KPIs are adhered to.
- Raise orders using the EMCOR ordering system (currently JD Edwards) following all relevant EMCOR policies and procedures for procurement and ensuring value for money for EMCOR and our clients and customers.
- Proactively communicate with the customers giving relevant and timely information and requesting feedback and customer survey completion.
- Support the operational teams by utilising the CAFM and EMMA systems to track and identify urgent, outstanding and overdue activity, re-prioritising scheduled tasks as necessary.
- Provide cover for colleagues in the Customer Contact Manger's department in the event of holidays and/or sickness as and when required.
- Make contact with the appropriate sites/teams to discuss all emergency responses, and relay information through to Supervisors/ Team Leaders/ Site Administrators any relevant information they require to ensure the smooth running of the operation.
- Maintain and process records (including Customer Service Evaluations) and administer the mailbox and self service portal.
- Secure and maintain a good working knowledge of the contractual requirements of the contract where they relate to reactive and planned works.
- Support and utilise documents / processes contained within the Business Services function
- Undertake all duties in a safe, tidy and responsible manner in accordance with H&S requirements.

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- Comply with the site security requirements, H&S procedures and EMCOR's internal audit processes and policies.
- Support other team members as necessary to complete administration activities.
- Comply with the Client's company rules and maintain a high standard of discipline.
- Carry out other duties as may be reasonably requested from time-to-time by the Customer Contract Manager or any other manager.
- To work collaboratively with all other EMCOR departments to provide excellence in customer service.

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Team player, with a flexible working attitude
- Excellent interpersonal and customer relationship skills
- Excellent demeanour and calm manner when dealing with customers
- Good problem solving skills and a willingness to take ownership of difficult issues seeing them through to the end
- Excellent ability to deal with conflict situation
- Excellent listening skills
- Excellent verbal and interpersonal communication skills
- Knowledge of the Agility system or other CAFM system would be an advantage
- Strong communication skills including excellent written and oral communications
- Attention to detail with a high degree of accuracy
- First-class organisational skills are required for this role
- This job description is not an exhaustive list of responsibilities to be undertaken by the post holder and you may be required to carry out other duties, which are felt to be reasonable and commensurate with the post
- During the course of your duties you may have access to confidential information, which must not be divulged to an unauthorised person at any time.

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Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

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Line Manager <i>Signature</i>	
Print Name	
Date	

Job Holder <i>Signature</i>	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	