



Ipswich Borough Council
Job Description: **B34a**

Customer Liaison Officer

Main Purpose of Job

To act as main point of contact and liaison between officers, tenants and contractors.

Main Duties

1. To act as the main point of contact between council tenants, officers and contractors in dealing with all issues concerning the repair and maintenance to their properties. Keeping detailed log of all communications with tenants.
2. To ensure all necessary customers liaison documentation is undertaken in accordance with the requirements of the contract and to assist the Site Manager including issuing identity cards and general administrative work.
3. To regularly visit all Maintenance and Contracts customers and communicate any information that is required. This includes issuing written customer notifications of work, visiting customers during and after the work, offering and recording tenant choices, demonstrating how new building components work and distributing questionnaires
4. Maintain contact and communication with customers to ensure customers are full informed of the work processes to ensure services are delivered efficiently on time
5. To resolve any issues that may arise with tenants and contractors whilst carrying out repairs and maintenance
6. To resolve all complaints or insurance claims on behalf of all Maintenance and Contracts service area in accordance with Council process and procedures. Ensure regular Communication with customers, Councillors and Local MP's in respect of all claims.
7. To collectively input survey information via questionnaires in relation to work carried out by Maintenance and Contracts and provides a point of contact for customer enquiries.
8. To act as Maintenance and Contract ISO representative at the Quarterly Steering Group meetings. Undertaking audit process over a wide ranging of process and standards for all ISO Council departments involvement

To actively engage in the Health & Safety process by reporting any concerns or observations to the site management team in the course of visiting customers and sites.

9. To monitor and measure customer related performance statistics in line with Key Performance Indicators (KPI) in order to meet the service areas goals. Control and manage data collection for Maintenance and Contracts customer satisfaction information

Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



Job Title: **Customer Liaison Officer – B34a**

IPSWICH Person Specification
BOROUGH COUNCIL

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESMENT
Qualifications	Educated to GCSE level or equivalent preferably with Maths and English		Certificates
Relevant experience	<p>Proven Customer Services experience</p> <p>Experience of working in a customer focussed environment</p> <p>Sales experience in building or other field</p> <p>Ability to handle customers complaints in a professional manner in accordance with procedures</p> <p>Demonstrate a performance working culture</p>	<p>Proven success in a customer based position</p> <p>Demonstrate an ability to use technology in a working environment</p> <p>Experience in Face to face cold calling on the public</p>	<p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p>
Specialist knowledge		<p>Experience of dealing with insurance claims</p> <p>Knowledge of building and construction</p>	<p>Application/Interview</p> <p>Application/Interview</p>
Personal skills	<p>Capable of working effectively under own initiative within the bounds of delegated authority</p> <p>Experience of working in a team to achieve shared objectives</p> <p>Ability to communicate information to members of the public</p> <p>To be adaptable and flexible with change but maintain a consistent approach to work</p> <p>Ability to communicate often complex information in a</p>	<p>Ability to represent the service at internal and external meetings.</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p>

	<p>straightforward and easily understandable manner appropriate to the ability of the recipient</p> <p>The ability to advise, persuade and negotiate with tenants and other parties utilising a range of communication skills</p> <p>Ability to show empathy, use persuasion, negotiation and tact in a wide range of circumstances</p> <p>Ability to work both alone and as part of a large and supportive team</p>		
<p>Special working conditions</p>	<p>This post requires an enhanced CRB Disclosure</p> <p>Valid Driving Licence</p>		