

Post Title: Customer Relationship Assistant A4711
(Local Services & Waste Management)

Evaluation: 456 points **Grade:** N5

Responsible to: Business Development Manager

Responsible for: N/A

Job Purpose: To support strong customer relationship management and to improve the user experience and commercial business activities.

Main Duties: The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

1. To receive FOIs, comments, requests and complaints from customers/residents and ensure they are responded to, recorded and monitored in line with agreed standards.
2. To support customers/residents and managers to achieve the efficient and satisfactory resolution of complaints at the earliest possible stage.
3. Support the production of monitoring and analysis reports relating to FOIs, enquiries, comments and complaints and the implementation of recommendations.
4. Undertake the investigation of complaints.
5. To identify improvements in policy, systems and procedures for dealing with customer complaints/comments, focusing on continuous improvement to enhance the customer experience.
6. To support The Customer Relationship Lead in the delivery of staff development in relation to complaints and customer relations.
7. To support The Customer Relationship Lead to embed new working practices and procedures to ensure service standards are achieved.
8. To record contract and SLA activity, anticipated income, actual income, accounting for invoices, liaising with customers to ensure the timely payment of invoices into the division, including the recovery of late payments.

6 To liaise and ensure effective working relationships internally and externally with organisations in the delivery of Local and Waste Management services.

10.To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.

11 To assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures.