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| **Job Title:** | Smart Support Coordinator | | **Department:** | Protect My Property |
| **Grade:** |  | | **Reports to:** | Smart Support Service Delivery Manager |
| **Role Outline:**  Working closing with the Smart Support Field Manager you will support the Smart Support field workforce through efficient scheduling of work and the management of logistics. This role will have overall responsibility for all of the customer care related activity within ageographically area. The individual will also assist on all reporting issues and data back office. The candidate will have good customer skills and excellent telephone manner. | | | | |
| **Key Performance Indicators** | | **Key Responsibilities** | | |
| Customer satisfaction scores  Call handling stats  Complaints  Field Productivity stats  Customer contractual KPIs | | * Making outbound and receiving inbound calls * Arrange and place bookings for smart support visits on behalf of our clients in line with contract SLA * Requirements. * Planning and scheduling of booked appointments for all clients within a geographical area * Ensuring the engineer schedules are optimised to create efficiency and productivity * Work to and exceed individual and departmental targets. * Ensure excellent customer service at all times whilst utilising persuasion when necessary to close the booking. * Accountable for the calibre of all bookings made. * Ensure short notice appointments are scheduled and assigned appropriately. * Development and maintenance of relationship with Field Manager to ensure appropriate scheduling and completion of jobs. * Generic administration tasks will also be required for the wider team. * Efficient handling and resolution of customer complaints and managing expectations of the customer throughout in line with the business expectations: escalating to management level where required. * Liaise with the Field Manager to ensure efficient running of your area. * Production of accurate and meaningful management information and reporting as required.   Other duties may be undertaken as and when required, in particular when new business is gained | | |
| **Skills and Qualifications** | | **Competencies and Knowledge** | | |
| * Inbound and outbound calling experience * Client/Customer contact experience * Geographical awareness * Experience of planning and scheduling of work for a field based workforce * Demonstrable customer facing role experience | | Essential   * Dedicated to the provision of excellent customer services * Professional telephone manner * Excellent verbal and communication skills * Extremely well organised and able to prioritise * Attention to detail, able to capture data accurately * Self-motivated and enthusiastic * Delivering objectives and strict performance results * Microsoft and IT literate * Ability to work closely with key stakeholders * Proven ability to influence and negotiate.   Desirable   * Knowledge of Smart Metering or similar | | |