

CAREERS AT CERTSURE

Job Title:	Customer Experience Co-ordinator
Location:	Hybrid, Warwick House
Salary:	circa £25,000 plus excellent benefits
Hours:	Full time
Contract:	Permanent

About the role...

We are excited to advertise multiple opportunities for Customer Experience Coordinators within our organisation. In this customer-facing role, you'll engage with various businesses, from individuals to small-sized companies, ensuring you understand each business's unique needs and keeping up with changes in the energy industry and recent technologies.

Your role will involve helping customers over the phone, via our website, or by email, proactively reaching out to provide advice during registration with NICEIC. You will collaborate with different teams to find the best solutions for customers and ensure accurate record-keeping. Your skills will cover a range of areas to support customers effectively and ensure their satisfaction.

About the company...

Certsure offers industry-leading certification services, Building Regulations schemes, products and support to the construction industry.

We are dedicated to providing professional services and certification to a wide range of customers across the building services sector. Our products and services are delivered through the marketing-leading brand NICEIC.

Quality is the foundation of everything we do and as a result, many of our products are Government-recognised and United Kingdom Accreditation Service (UKAS) approved. From the technically excellent assessors to service advisors who really "get" our customers – we are always on the lookout for talented people to join our team.

We aspire to have a diverse and inclusive workplace, and as an equal opportunities employer, Certsure is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

What you'll be doing...

Educate and Guide

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- Maximizing the advantages of NICEIC certification to strengthen business practices, elevate professional knowledge, and cultivate technical proficiency.
- Advocating the benefits of certification confidently championing and, tailoring messages to resonate with individuals.
- Recommending the most fitting certification option to specific business requirements.
- Simplifying complex scheme requirements into easy-to-understand terms.

Onboard and Validate

- Assessing and validating information during the onboarding journey and providing guidance to contractors throughout their continued certification.
- Identifying gaps in knowledge and skills to meet scheme requirements and recommending relevant NICEIC industry-leading courses and qualifications or suitable solutions available in the market.
- Navigating contractors and providing active assistance through the stages of the application process, outlining what will happen next, and ensuring accurate records are created while ensuring scheme and assessment requirements are fully met.
- Proactively following up with individuals who have previously expressed interest in NICEIC's products and services but whose inquiries have not yet been addressed.

Advocating NICEIC

- Promoting to end consumers the significance and advantages of engaging a certified contractor. Able to confidently articulate the benefits to contractors of being NICEIC certified.
- Managing their expectations regarding the extent of NICEIC's accountability and the contractor's legal obligations in effectively resolving and facilitating potential disputes.

Technical Integrity and Flexibility

- Ensuring compliance with the Data Protection Act (GDPR) to safeguard our and our contractors' data.
- Taking proactive action with balanced certification reviews to anticipate and address potential issues, finding practical solutions.
- Exercising discretion to support certificated contractors in business/life events while meeting scheme/compliance requirements and demonstrating commercial awareness.
- Adopting a fair and balanced approach with a focus on technical integrity.
- Identifying and/or taking enforcement action in case of breaches, maintaining respect, and fostering positive business relationships.

Customer Service Excellence

- Proactively and responsively offer customer service through diverse communication channels, focusing on the most effective resolution for each query or problem.
- Efficiently and effectively address issues, embodying NICEIC's customer service principles through actions and artful conversations.

Treats customers as individuals

- Adapts and personalizes their communication style, tailoring their approach and solution within the parameters of our scheme requirements.

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In life support

- Assisting customers with options to prevent business debt and uphold active certification.
- Providing customers with the tools and knowledge to self-manage their certification and account, ensuring awareness of new capabilities and confidence in their use.

What we're looking for...

Essential

Collaboration: A strong team contributor, friendly, engaging, and caring. Helps find ways to collaborate better with other teams/areas.

Takes responsibility: Takes ownership to resolve customers queries in the first interaction, where- ever possible.

Commercially Aware: Confident to make sound commercial decisions in line with our processes and ensuring technical integrity.

Organised with attention to detail: Maintaining accurate records and notes ensuring requirements are fully met through the registration, in life and departure processes.

Technical Knowledge: Able to absorb, assimilate, make relevant and clearly explain technical information to guide and support our customers. Shares their knowledge and winning ways with others.

Problem-solving: Demonstrates initiative, identifies, pre-empts and/or resolve a range of issues, by being pro-active, taking ownership and being accountable.

Adaptability: Flexible and responsive to changing business needs and to different customers. Willing and eager to learn new things and try new ways of working.

Empathy: Professional with strong people skills, aware of personal impact. Empathetic with customers, a natural communicator, comfortable over the phone, creating rapport, providing a positive customer experience.

Desirable

GCSE or equivalent level (or demonstrable and verifiable relevant work experience).

Experience of working in a customer service environment and/or formal Customer Service Training.

Ability to identify new opportunities to introduce customers to additional services and products offered by the company, contributing to revenue growth.

If you'd like to find out more about the benefits we provide for our direct employees, just click on this link <https://niceic.com/about-us/careers>

Find out more about us...

Websites: www.certsure.com or www.niceic.com

Twitter: @officialNICEIC

LinkedIn: <https://www.linkedin.com/company/niceic>

Facebook: <https://www.facebook.com/NICEIC/>

Instagram: <https://www.instagram.com/officialniceic>

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How to apply...

If you think this is the job for you, then we'd be delighted to hear from you!

Please send your CV and a covering letter to vacancies@certsure.com.

We're unable to respond to all applicants due to the high volumes of CVs we receive. Therefore, if you don't hear from us, unfortunately this means you've been unsuccessful on this occasion.