



YORKSHIRE WATER

«Customer Service Co-ordinator»

Contact information

Contact name Yorkshire Water
Contact phone 01274 692653
Location , United Kingdom

Job details

Salary up to £18741 per Year
Job type Contract

Requirements

You will represent the face of Yorkshire water when speaking to our customers so it is important that you have strong communication, and interpersonal skills. In particular we are looking for strengths in the areas of empathy and understanding the customers' needs to ensure they are completely satisfied. There will be times where you will need to review data held within our systems and therefore, an ability to problem solve, influence and negotiate amongst peers as well as senior managers is desirable.

The nature of our work means that at times there is a requirement for colleagues to achieve a high productivity and you'll be fielding a steady flow of emergencies. It is essential that you can plan and organise your time effectively and work on your own initiative.

Job responsibilities

The role of the 'Customer Service Co-ordinator' is key to our company aspiration to become Leader in Service and supports our day to day goal of living our 'Customer Promise'. The role sits within the wider Waste Water department within Service Delivery and is based at our head office site in Bradford.

Day to day you will be speaking with customers who've experienced a problem such as Waste water flooding to their homes and gardens or problems related to our activities on the sewerage network. You will be responsible for driving a positive outcome for the customer and ensuring their journey is seamless and kept to a minimum. To do this you will work closely with the operational owners across the business to ensure a positive outcome and that the customer is completely satisfied.

Until the customer is completely satisfied you will be expected to maintain regular contact, led by your customer, to keep them fully informed through to resolution checking along the way that they are happy with the progress of the resolution and if any further work is required.

When customers are impacted by sewage flooding it can be extremely distressing so a key part of the role is being empathetic to the customers needs and understanding how to handle difficult conversations at times.