



Customer Resident Liaison Officer
Reporting to Contracts/Area Manager

Job Profile

The Customer Resident Liaison Officer is the first point of contact for City Building and will act as a primary link with residents/residents associations and the Gas Section ensuring excellent customer service is provided at all times.

You will have a direct responsibility to ensure that the installation, servicing and repairs programme works proceed as planned and ensure daily contact with the residents advising them on the scope and sequencing of work.

You will manage all resources related to your business activities and you will be required to provide relevant management information for all aspects of your business activity including key performance indicators. You will liaise closely with the client's Contract Administrators and the LHO staff and provide a flexible working arrangement to suit customers and clients availability including attending evening meetings.

A further key requirement of the post is to accurately and timeously complete and update all relevant paperwork and/or electronic data systems with regards to works completed on site.

You will be an integral part of the business and will be enthusiastic, customer focused and have a flexible approach to working hours.

This post will involve travel both within the Glasgow and Dumfries & Galloway areas therefore a current valid driving licence is essential.

Personal Profile

You will have excellent inter personal and communication skills. You will have a broad knowledge of the business and be able to represent the interests of the business at all times and deliver excellent customer service.

You should have a demonstrable track record in customer services and possess good IT skills. You will be fully conversant with up to date issues within the business area and a innovative approach to new developments and advances in technology.

You will be comfortable working at a management level and reporting to the Contracts/ Area Manager. You will have a commitment to identification of development needs both on a personal basis and for your team. You will be required to have a flexible approach to this role and in your contribution to the success of the business.

Conditions

Your contracted hours of work will be 37 per week to be worked to suit the needs of the business. You will operate at all times within the framework of City Building's terms and conditions and with due regard to all Health, Safety and Welfare legislation.