

JOB SPECIFICATION



Position: CUSTOMER LIAISON

Company History

Founded in 1945, Pat Munro (Alness) Ltd is a privately owned company consisting of the following operational departments:

- Construction – Civil Engineering & Utilities
- Haulage and Plant Hire
- Homes
- Major Projects
- Property and Development
- Quarry Products
- Surfacing
- Waste Services

Headquartered at Caplich Quarry in Alness, the company currently employs in excess of 190 personnel and operates out of several further facilities; Secondary Offices at Averon House in Alness and Elm House in Inverness; Quarries in Dornoch, Strathroy and Tomatin; Concrete Plants in Inverness and Elgin; and a Waste Transfer Station in Inverness.

Position

This is a **permanent full-time** position within the Homes Department. The position is based at our main offices at Averon House, 3 Dail Nan Rocas, Teaninich Industrial Estate, Alness, and will be reporting to the Development Manager for Pat Munro Homes.

Principal Job Responsibilities

As a Customer Liaison, you will be required to undertake the following: -

- First point of contact for all customers, answering phone calls and emails.
- Recording of data entry into the snagging database on our CRM system
- In conjunction with the Quality Manager formalise a work plan so that trades can efficiently and effectively close out snagging items, making the best use of resources available and within target close out date.
- Record the progression of the snagging items in chronological order as the inspections and works progress.
- Communication with the clients to make sure that the work has been completed to their satisfaction and that they are happy to close the item off.
- Periodically review and manage snagging targets in relation to KPI's and issue reports confirming status.
- Reporting to the Senior Management on a regular basis both verbally and in written format
- Gathering information and assisting with the organisation of property manuals in advance of handover
- At all times managing customer expectations and requirements.
- At times assist the Customer Manager in the production of reservation documentation, updates to the CRM system and preparation of customer information and collages.
- At times attend meetings with clients to go through their choices and options.
- At times meet with clients to go through the familiarisation visit or carry out handovers to properties.

and from time to time other duties as directed by their Line Manager.

Applicant

The successful applicant will ideally have the following skills, qualities & experience:

- Strong, positive customer focus
- Good communication skills
- Customer relations knowledge
- Professionalism
- Clear and polite telephone manner
- Good organisation and record keeping skills
- Information technology skills
- Team working skills
- Flexibility and adaptability (as clients can sometimes only meet up out with normal working hours)
- Accuracy
- Consistent performance
- Flexibility and willingness to undertake tasks out with the key job responsibilities
- Be trustworthy, friendly, timeous and reliable

Qualifications

Relevant customer care qualifications are preferable.

Training

Will be provided based on the successful candidate's level of experience.

Working Hours

The standard working week consists of the following: Mon-Fri 8.30am to 5.00pm with 1 hour for lunch.

Remuneration

Proposed salary is **£negotiable depending upon relevant experience**. Salary reviews are conducted annually.

Probationary Period

The company operates a standard 3 month probationary period, during which either party have the right to immediate termination of employment. Upon successful completion of the probationary period, full terms of the employment contract will apply.

Holidays

Annual holiday entitlement is 30 days (for full-time positions) which is inclusive of recognised public holidays. You are required to reserve a specified amount of your annual holiday entitlement to cover the annual Christmas and New Year shutdown period. This is normally 10 days.

PMA will endeavour to grant holidays out with the fixed dates, where possible, subject to operational requirements. Minimum notice periods will apply to such requests.