



Job Description

Job Title:	Customer Case Officer (WS042) – 12 Month FTC/Secondment
Reports to:	Operations Supervisor
Team:	Water Services - Distribution
Location:	Clydach, Swansea
Salary Band:	3 (£20,302 – £23,068)

As a credible member of the Central Team you will:

- Assist the team in improving the quality of service we provide to our customers through local ownership.

As Customer Case Officer you will:

- Take local ownership for resolving all customer issues and for delivering excellent customer service; within a geographic / business area.
- Assist the unit in contacting 100% of customers who have had dealings with DCWW within a geographic / business area with the aim of delivering sector leading customer service.
- Identify all customers who have had to contact the OCC more than once for any work type and in partnership with the customer, take their problem through to a final resolution.
- Ensure both adequate and appropriate internal investigation and action takes place in all cases. This will include keeping the customer informed during the investigation, liaising with other internal departments, operating partners and contractors until a resolution is obtained.
- Maintain records of all communications with the customer, internal departments, operating partners and contractors, including time lines and actions taken.
- Carry out any relevant research as required and when requested by the Line Manager.
- Prepare daily, weekly, monthly statistical reports as appropriate and agreed with the Line Manager.
- Provide input to the development of any company policy regarding customer service.
- Meet the objectives and performance measures agreed with Line Managers.
- Provide input and feedback to your line manager on improvement areas
- Work flexibly as part of the customer service team and strive to develop the role, helping our organisation to become a leading provider of customer service within the industry.
- Aid Line Managers to ensure that all relevant standards within the company's customer care policy are met or exceeded.
- Use of various SAP modules including ISU and CRM.
- Creating orders and appointments where appropriate as per our customer demands and mandatory requirements.
- Monitor incoming blue light calls to ensure we are aware of all activity within the distribution network. Provide data to the OCC to enable text messages to be sent to customers, to prevent unwanted calls being received.

- Identify any additional services customers that require immediate, or bottled water within a 4 hour period and inform designated co-ordinator.
- Be flexible with regard to working patterns to meet the business needs.
- There may be a requirement to support designated standby in the area.
- Assist in other duties that maybe requested from time to time by the Operations Supervisor or office team leader.

Experience, Qualifications and Skills	Assessment Method		
	A	I	T
A good standard of education with a sound understanding of Microsoft software packages including but not limited to Excel, Word, Access along with the company's internal SAP packages	X	X	
The drive and ambition to provide a first class service to our customers;	X	X	
Deal with complaints in a professional and timely manner.	X	X	
Deal with sometimes difficult situations in a friendly and professional manner, whilst striving for a speedy resolution.	X	X	
Excellent communication and interpersonal skills both written and oral which will enable you to deal with internal and external parties in a professional manner, developing solutions and communicating these across the organisation as efficiently and effectively as possible.	X	X	
Well developed analytical skills	X	X	
Clearly identify and define issues of concern to customers	X	X	
Undertake the review and resolution of customer complaints / concerns, to a high professional standard	X	X	
Make recommendations in relation to the resolution and future avoidance of customer complaints	X	X	

Key:

A – Assessed via application form

I – Assessed at interview

T – Assessed using psychometric / ability test

Key Relationships

Internal:

- OCC
- All other Distribution Areas
- Other internal departments
- R&M contractor

External

- DCWW Customers
- Local authorities and emergency planning groups
- Domestic and commercial customers
- CCW
- Local Authorities

Competencies	Assessment Method		
	A	I	T
Achievement Motivation - The drive and energy to produce excellent results and to continually find ways of improving relationships, outputs and processes.	X	X	
Communication skills – The drive and ability to exchange appropriate information with relevant people at the right time. The desire and skills to seek first to understand as well as to be understood. To be as open as confidentiality allows.	X	X	
Corporate Representation - The enthusiasm and ability to lead by example and to project a positive and professional image of DCWW with all contacts and stakeholders at all times.	X	X	
Creativity/innovation – The ability to look at issues from a broad perspective, to come up with imaginative solutions, and to identify innovative alternatives to typical, unusual or difficult situations or problems.	X	X	
Critical Thinking - The ability to gather, understand, analyse and interpret information & concepts, verbal or numerical, about people or situations, quickly.	X	X	
Decisiveness - The ability and readiness to make timely, practical and resource effective decisions, and to act on conclusions reached.	X	X	
Environmental & Organisational Awareness - The awareness of economic, environmental, social and political factors, current and changing, likely to affect the job or the organisation. The ability to assess the impact of these factors on the job or the organisation and to overcome challenges and seize opportunities to optimise effectiveness.	X	X	
Influencing Skills - The ability to make a clear, persuasive presentation of ideas or facts, verbally or in writing; to convince others; to gain agreement or acceptance of proposals or views.	X	X	
Initiative - The ability to actively influence events rather than passively accept them. The ability to see opportunities and to act on them, to originate action.	X	X	
Interpersonal Sensitivity - The awareness of other people and the environment and one's own impact on these. The ability to get on with people in different situations and to work with others to achieve mutual goals.	X	X	
Judgement - The ability to evaluate people and situations and to reach logical, fair decisions. An unbiased, common sense approach	X	X	
Ownership and reliability – The readiness to take responsibility for projects or issues and to be accountable for their timely delivery and quality. The capacity and motivation to fulfil consistently any undertakings made. The habit of never letting people down, or promising what can't be done.	X	X	

Application Method:

- If you wish to apply **please complete an Application Form** (which can be obtained on the Vacancies page of the Dwr Cymru Website or the Infozone) to recruitment@dwrwymru.com
- In order to assess a candidate's suitability, Applications should demonstrate evidence in relation to the Experience, Qualifications and Skills and Competencies listed above.

Dŵr Cymru Welsh Water is an Equal Opportunities Employer
Welsh language skills are desirable for this post