

NAPIT

CUSTOMER SERVICES ADVISOR

Department:	Customer Services
Title:	Customer Services Adviser
Responsible to:	Customer Services Manager
Location:	Head Office, Mansfield
Salary:	£21,173 per annum

WORKING AT NAPIT:

Formed as a Trade Association in 1992, NAPIT has grown significantly since then, but the Trade Association values of Superior Customer Service, Integrity, Teamwork, Compliance, Innovation, and commitment to employees, remain at the heart of the NAPIT Group.

NAPIT maintain a friendly, common-sense approach to competence with a continued focus on raising standards and safety within the building services sector. It's our culture that has enabled us to grow significantly since the organisation was founded. Based in Pleasley Vale's historic stone mills it is a truly unique environment to work in. Historic meets modern with NAPIT's training facilities also based in the mills, with their Centre of Excellence for Low Carbon Technologies, focusing on training tradespeople on technology of the future.

Join the NAPIT team on this exciting, continued period of growth, and help build further success for the future.

THE ROLE:

NAPIT are looking for a motivated person who enjoys providing a high level of customer service and supporting customers via inbound call, chat and email channels. The Customer Services Team are a front-line service for NAPIT's customers as well as members of the public and external agencies, receiving high volumes of calls on a variety of areas and subjects including receipt of complaints. We pride ourselves on a team who deliver an excellent customer experience and help maintain our positive Net-promoter score. You will work closely with all teams across the NAPIT Group of companies, the role will be face paced and varied which requires you to be able to maintain a good level of knowledge about NAPIT's policies and procedures as well as various industry information.

KEY RESPONSIBILITIES:

- Handle direct Customer Service calls (inbound and outbound), chat and email for all areas of NAPIT service from customers, consumers, and other agencies
- Frontline customer support for other NAPIT departments, forwarding calls and emails to the applicable business area, including overflow calls during busy periods

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- Giving basic support of NAPIT software, applications, and notification systems
- Handling/Logging complaints against NAPIT activities
- Responding to customer survey feedback
- Promoting customer service excellence across the busy
- Supporting other departments with any ad-hoc outbound call duties

Consumer Complaints Handling

- Logging all complaints against NAPIT Installers with close attention to detail
- Working along side the NAPIT dedicated Complaints Co-ordinators and Compliance Panel to manage ongoing complaints and installers of concern
- Handling complaints relating to installation work and documentation issues reported by consumers and 3rd parties within NAPIT's policies and standard of service

WHO ARE WE LOOKING FOR?

- Previous Customer Service work experience required, ideally in an office environment
- Professional, articulate, and confident with excellent verbal and written communication skills
- Confident to make and receive telephone calls internally and externally in a profession and friendly manner
- Ability to work effectively with customers and team members, whilst being selfsufficient and motivated
- Must be proficient in using a variety of software including CRM systems and Microsoft products (particularly Word and Outlook)
- Willingness to embrace new working practices with the ability to learn quickly
- Electrical Industry or membership organisation knowledge & experience (desirable)
- Full UK driving licence due to office location having no public transport routes
- Able to provide a minimum of two contactable references

BENEFITS & PACKAGE

- Competitive salary
- 25 days annual leave p/a + statutory holidays
- Length of service up to 5 additional annual leave days
- Contributory pension • Company sick pay policy
- Free onsite parking
- Company health scheme, covering eye care, dental, physiotherapy and mental health assistance long with many more benefits.
- Companywide social events
- Discount cards via perks scheme
- Discount at major DIY store

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Covering letter and CV to nikki.clifton@napit.org.uk