

Role: Customer Contact & Channel Specialist
Area: Customer Operations
Sub-Area: Customer Service
Location: Dublin
Duration: Specific Purpose
Salary: Competitive
Ref: 093CO21



Irish Water is Ireland's national regulated water utility and is responsible for providing water and wastewater services throughout Ireland. Our mission is to ensure all of our customers receive a clean, safe and reliable supply of drinking water and have their wastewater collected and safely returned to the environment. We will protect the health and well-being of the people of Ireland, protect the environment in all our activities and support Ireland's social and economic growth through appropriate investment in water services.

Irish Water is part of Ervia group. Ervia is a commercial semi-state company responsible for Irish Water, Gas Networks Ireland and Aurora Telecom. Ervia directly employs over 1,600 people who deliver water, gas and dark fibre broadband services to 1.7 million customers daily.

The Role:

The Customer Contact & Channel Specialist is responsible for monitoring all multi-channel customer contact activities, including registration, move-in/move-out, administration and query handling. In addition they will support and drive quality improvements and change in the conjunction with the contact centre and wider customer operations team.

Reporting to the Customer Contact & Channel Manager, they will monitor all customer contact activities within a team of dedicated specialists for Irish Water, including supporting Irish Water customer contact staff in customer contact issues, in particular those requiring back office support. They will also provide support where required to the Operations Service Delivery Manager and team and the Complaints and Escalations team in Customer Service.

Main Duties and Responsibilities:

- Monitor and manage the Irish Water Customer Contact Centre operation working with outsourced partners
- Inbound customer contact from all customer segments
- Provide support to the key processes of the business i.e. Registration, Billing, Payments and Complaints, where defined by the Customer Contact Manager
- Support the complaints and escalations team in handling escalations to ensure compliance and identify trends for improvement
- Manage and participate in the rollout of any system or process changes in conjunction with relevant Irish Water teams as and when required
- Work with the wider customer operations team to identify improvements in customer contact centre processes e.g. how various channels are managed and improvement of processes and training
- Drive the Irish Water Quality Programme with internal and external stakeholders
 - Responsibility for contact calibration and scorecards
 - Voice of the Customer
 - Control Reports are fit for purpose

- Support and execute provision of an enhanced service for B2B service to ensure differentiation in service from domestic customers
- Participate in all training and information initiatives required to perform tasks effectively
- Work with the Customer Contact and Channel Manager to develop and execute a structured approach to outbound calling to provide consistency and effective communication with the customer
- Management of channel capacity/integration and support self serve functionality e.g. IVR Dialer and ECM in the contact centre
- Monitor complaint resolution to ensure compliance with targets
- Support Social Media
- Prepare reports for Customer Contact Manager as required
- Any other duties as required from time to time

Knowledge, Skills and Experience:

- Relevant third level qualification or 3 to 5 years experience of Customer Care functions within a call centre environment
- Experience with a company in a related sector e.g. utilities, telecommunications, financial services is desirable
- Experience in change management and implementation of new processes
- Understanding of customer billing processes and billing services functions
- Knowledge of Quality control and Quality Programs to drive process and contact centre improvements
- Ability to;
 - Prioritise tasks, work with schedules and manage resources while remaining focused on team goals.
 - Develop relationships to accomplish team goals coupled with dealing effectively with differences of opinion and conflict management.
 - Establish courses of action for self and others to ensure that work is completed efficiently
 - Clearly convey information through a variety of media to individual across the organisation
- Driver of high standards for individual, team and organisational accomplishment and delivering desired results
- Proven verbal and written communication skills. Ability to exercise good judgment with minimal supervision
- Good organisational, negotiations and problem resolution skills
- Experience in supervising teams
- Ability to work on own initiative

Applications, including current Curriculum Vitae, should be emailed to the following address stating the job title and reference number in the subject line of your email: careers@water.ie

The closing date for receipt of applications for this vacancy is **10th September 2021**

Please note that applications submitted after this closing date will not be accepted.

We are committed to providing a diverse and inclusive place of work and have a robust strategy and framework called ibelong to enable this. We are an equal opportunity employer and through our recruitment process we welcome and encourage applications from interested and suitably qualified individuals regardless of gender, age, racial or ethnic origin, membership of the traveller community, religion or beliefs, family or civil status, sexual orientation/gender identity or disability

Irish Water is an equal opportunities employer.