



Role: Complaints Officer

Location: Remote

Basis: Full time

Salary: Up to £19,000 per annum

About the role:

This role does exactly what it says on the tin! As a Complaints Officer, you will be the face and voice for our clients; logging and handling complaints made by consumers within the Home Improvements and Renewable Energy industry. You'll be responsible for triaging the complaint as either a first-time-fix by you or arrange a remedial fix for the more technical issues. Our reputation and the service we provide to clients and consumers is something we are recognised for and really proud of. Communication is absolutely key to getting it right in this role as you'll be liaising with client's, consumers, installers and engineers by phone and email.

Everyone at QASSS takes responsibility for the success of the business, which has been huge in driving us forward. So, when the pressure is on, we have an "all-hands-on-deck" approach with everyone getting involved to help out. When it comes to your individual role, leadership and team support is always there but we don't micromanage! As a Complaints Officer, you'll be a self-motivator managing your own time and workload. We trust our people to work this way and so far, it's worked really well.

We're not going to dress this up – our job is to play referee between dissatisfied consumers and our client, and help them reach an amicable resolution; you'll need to have a certain steel and tenacity about you to get that job done. With every case being different to the last, this spot will be perfect for someone who is empathetic and reassuring in challenging situations and has a knack of turning things around to get a positive result. With a clear progression path in place, a successful time in this role will set you up well for career development into a more senior role within the business.

This position is remote but from time to time, we like to meet up and collaborate, so Manchester Centre will need to be accessible.

What you will be doing:

- Be the first point of contact for consumers to report issues and complaints.
- Manage, facilitate and resolve your own caseload whilst providing the best level of service to the client and consumer.
- Log the complaint and start gathering information that will help you resolve the issue.
- Carry out first-time fix wherever possible.
- Manage ongoing tickets against SLA's.
- Liaise with engineers and keep the consumer fully updated throughout the life of the case.
- Make prompt arrangements for any remedial repairs.
- Keep records fully updated with case progress using clear and proper language.
- Follow up on, and monitor, agreed outcomes and ensure they are honoured.
- Oversee the case through to resolution and ensure the ticket is properly recorded as resolved.
- Strive to improve our client's reputation in the eyes of the consumer.
- Build relationships with both consumers and clients.
- Provide additional ad-hoc support to colleagues and the business where necessary.

Who we are looking for:

- Ideally you will have experience and/or knowledge of the home improvement and renewable energy industry.
- Ideally you will have an understanding of the CTSI requirements for an ADR approved body.
- **Speed and accuracy** - attempt a first-time-fix and know when to move to escalation. The client's time is money!

- **Highly adaptable** – you could have a few open tickets simultaneously so you'll need to adapt and prioritise where necessary.
- **Autonomous and self-motivated** – we're a really supportive team but we all work remotely. Your success depends entirely on you.
- **Empathetic and confident** – how would you feel if Netflix stopped working when you got to the good part? Client's need our understanding and patience but they also need the confidence that they're in the right hands and that it will get sorted.
- **Influence and negotiate** – where a first time fix isn't possible, you'll manage expectations and prioritise ongoing cases.
- **Calm and professional** – we won't lie. It can get dicey out there but by keeping calm and professional, we promise you can't go far wrong.
- **Data collection and recording** – this is really important so that we can keep running our award-winning smooth operation.
- **Team player** – we're still pretty small so we tend to pull together when it gets busy and help each other out.

Who we are:

Incorporated in 2020, QASSS Ltd is a start-up from parent company QA Scheme Support Services Ltd, who are the leading UK provider of dispute resolution services for the home improvement and renewable energy sector. We're prepared to push boundaries and step up to the challenge to do things differently from our competitors, which is why we are trusted partner in the industry. We offer a combination of pioneering resolution services including Complaint Management, Alternative Dispute Resolution and Remedial and Claims Management. With over 15 years' industry experience from our parent company, and award-winning technical expertise, we're not too shy to say we are the best at what we do and have no plans on sitting back just yet.

Due to rapid expansion, QASSS are entering a growth phase and we are looking for the best of the best to join us. With some game changing plans and exciting projects, this is an opportunity to be part of a start-up that is already making waves in the industry. If you are an ambitious and energetic performer, who is keen to progress up the ranks with an already successful start-up company, apply now!

What we're offering:

- Up to £19,000 per annum
- 23 days holidays plus bank holidays (increases with length of service)
- Pension plan
- Life insurance
- Remote worker allowance
- Flexible working options

Interested?

For more information on QASSS as an employer, head to our careers page at www.qasss.co.uk/careers.

To apply for this role directly, please send your CV to recruitment@qasss.co.uk with the job title in the subject line and a few lines with the reasons why you think you are best suited.