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Customer Liaison Manager

The Role:

As part of the project team, the Customer Liaison Manager will assist in the delivery of a business critical service to ensure that customers' expectations are exceeded. They will manage all additional contacts, proactively monitor customer commitments and appointments, and ensure all confirmed work orders are analysed to verify correct completion.

Key Responsibilities:

Management of additional contacts and manager ring backs to ensure delivery of business targets

- Liaise with customers to identify and discuss reason for additional contact
- Gain an understanding of manager ring back reason from previous job history and customers contact to resolve customers query
- Take ownership and manage customers' expectations
- Ensure questions that arise from additional contact and manager ring backs are directed to the correct place for resolution and escalated if required
- Ensure customers are kept fully informed of developments/progress
- Take personal ownership and deliver a personal service which exceeds customer expectations
- Identify and implement solutions to resolve any issues that may result in a dissatisfied customer
- Ensure own compliance with Quality procedures
- Ensure that SAP is updated with all conversations and agreements

Proactive monitoring of customer commitments

- Proactively monitor customer work contact customers early to advise of problems with meeting commitments or appointments, agreeing a new date if necessary
- Deal with queries from the customer and ensure other questions that arise during contact are directed to the correct place for resolution
- Escalate situations to Site Agent/Project Manager to assist in managing operational risk
- Relay information to other internal stakeholders in incident situations
- Ensure own compliance with contingency plan procedures during incidents

Proactively screen confirmed work orders to verify satisfactory completion

- Proactively monitor newly confirmed operations in the live environment
- Assess status of confirmed operations and undertake further work as required
- Send satisfaction survey to customer to understand if they are fully satisfied with the work that has been completed
- Take the appropriate action for unresolved customer issues and feedback to improve customer satisfaction
- Highlight any areas of process non-compliance so training needs can be identified

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Key measures & targets:

Adherence to Business Unit Objectives
Ensure 3 Pillar KPI measures are met
Ensure client expectations are met, in particular impact to SIM scores
Zero complaints escalated to client.
High scores in customer feedback surveys

Key relationships:

Customers and other stakeholders
Key subcontractors and suppliers
Local community as first point of contact

Person Specification:

The successful candidate is likely to meet all of the following criteria:

Essential

Significant experience in customer service including direct customer contact and query resolution experience
Excellent problem analysis and solving skills
Ability to remain calm, tolerant and professional in a stressful and demanding environment
Ability to deal effectively with disappointed customers
Excellent communication skills, both written and verbal
Numerate and able to produce statistics and business reports for internal and external use
Self-confident with high level of personal impact
Tenacity

Desirable

Working knowledge of SAP
Good knowledge of the water processes
Experience of public presentations, roadshows, drop in centres etc.

Benefits:

As well as offering a competitive salary, remuneration for this role includes flexible benefits, which provides a range of guaranteed benefits including but not limited to:

- 5% Company pension contribution
- Life Assurance at 2 x notional salary
- Single persons private medical cover
- Permanent Health Cover

About Barhale:

Barhale is one of the largest privately owned infrastructure specialists in the UK and was originally formed in 1980 as a specialist tunnelling contractor diversifying over the years into various civil engineering areas. Barhale works UK-wide across the water, transport, energy and developer services sectors providing design, construction and maintenance services under long-term contracts, with blue-chip public, regulated and private clients. The company employs over 600 people in the UK, has an annual turnover of £120m and a distinctive set of values that are fundamental to our approach to business sustainability.

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Our business activity is carried out for the following principal sectors:

Water: Civil Engineering, Tunnelling, Pipelines and Utilities

Transport: Rail, Aviation, Waterways, Highways and Bridges

Energy: Power Generation, Power Transmission and Distribution, Waste

Developer Services: Civil Engineering across private sector developers UK wide

Specialist Businesses: Tunnelling, Mechanical and Electrical and Barhale Construction Services (BCS Group)

How to apply:

Please send your current CV and covering email outlining your suitability for the role and quoting the reference number to careers@barhale.co.uk.

We are an equal opportunities employer. We are determined that no job applicant or employee receives less favourable treatment on the grounds of sex, pregnancy or maternity, gender re-assignment, sexual orientation, religion or belief, marriage or civil partnership, age, race or disability. All information will remain confidential to Barhale and will be handled in accordance with the requirements of the Data Protection Act.