

# NAPIT

## JOB TITLE

Department:	Standards Team
Title:	Complaints Co-Ordinator
Responsible to:	Head of Operations and Group Quality Manager
Location:	Mansfield (NG19 8RL)
Salary & Benefits:	£21,173.00 pa
Hours:	37.5 per week (Monday – Friday 9.00am – 5.00pm)
Start Date:	June 2023

## ABOUT 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 and confident person who enjoys working with multiple parties to log, investigate and achieve complaint resolution.

As a Complaints Co-Ordinator you will handle a high level of complaint cases reported by consumers and other 3<sup>rd</sup> parties against NAPIT members. You will act as liaison between both internal and external parties to ascertain the grounds and responsibility for complaint and where the complaint is deemed valid monitor any corrective actions required by the NAPIT member in order to achieve compliance to the applicable regulations and standards.

You will work closely with NAPIT Customer Services and Technical Teams, the role will be face paced and challenging 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.

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## KEY RESPONSIBILITIES:

- Full investigation and resolution of consumer complaints, making decisions on whether to uphold or reject the complaint based on evidence researched and presented.
- Accurately and consistently log each complaint onto the NAPIT database and documenting the rationale for the decision.
- Communicate in a helpful and friendly manner the outcome of the investigations, including difficult decisions to customers and relevant business areas.
- Management of portfolio of complaints with responsibility for maintaining required levels of productivity, quality and customer service.
- Liaising with key stakeholders in the business to identify root causes of complaints ensuring remedial action is taken where necessary.
- Look for opportunities to identify on-going issues and eliminate repeat complaints for NAPIT members in order to provide consumer protection.
- Reporting issues and escalating complaints to the NAPIT Compliance Panel for review in respect of considering sanctions on a member's certification.

## WHO ARE WE LOOKING FOR?

- Previous complaint case handling experience required, other experience with consumer rights or mediation services desirable.
- 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 self-sufficient 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.

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## 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