

# Developer Customer Liaison

We are looking to appoint a Developer Customer Liaison to work within the Developer Services area of our Business Markets Team. We are passionate about delivering exceptional levels of customer service to our Developer Customers, and are looking for candidates who share this desire.

The role reporting to the Developer Services Supervisor, will suit someone with experience in an outdoor customer focused environment, who is comfortable communicating with customers and confident in handling their queries. The role will involve liaising with Developer Customers in all aspects of new water supplies, from initial enquiry through to the estimating and inspection stages.

The role also involves occasionally assisting other customer facing areas of the Business Markets Team.

The successful individual must be committed to working, at all times, in line with our values of Excellence, Integrity and Respect, and sustaining our wider team's collaborative relationship.

## Key Responsibilities

- Delivering an exceptional level of customer service
- Listening to customers, understanding their needs and providing tailored solutions
- Collating information and producing quotations to be provided to Developer Customers, for new water services
- Inspecting and approving new water service installations
- Resolving queries at first point of contact

## Key Responsibilities

- Being passionate about customer service
- Ability to communicate effectively
- Have a passionate can-do attitude
- Ability to work under pressure in a calm, timely and efficient manner
- Demonstrate a high level of accuracy
- Positive proactive approach to Health & Safety

If successful in your application, you will be joining a forward thinking team, which places our customers at the heart of everything we do. You will have the opportunity to influence our service to Developer Customers, suggest and implement improvements and develop personal skills.

All applicants must have a valid Driving Licence and will be required to undertake our Driver Assessment. If the successful applicant does not hold the relevant Water Fittings Regulations qualification, there will be a commitment to undertake the necessary training.

For an informal discussion, please contact Rebecca Mariner, Developer Services Supervisor, on 023 9224 9318.

**£26,244 to £29,340 (Grade 4)**

**Full time permanent position**

**Monday to Friday, 8am to 4pm**

**Based at Havant**

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**Applicants should send a CV outlining current salary with 2 referees.**

**Apply to: Ian Limb, Head of HR, PO Box 8, Havant, Hants PO9 1LG**

**E-mail: [jobs@portsmouthwater.co.uk](mailto:jobs@portsmouthwater.co.uk)**

**Website: [www.portsmouthwater.co.uk](http://www.portsmouthwater.co.uk)**



We are happy to consider flexible working arrangements. This can include alternative days / hours of work or work location. Please specify any request in your application.

**Closing date: 5 September 2022**