

## Job Description

**Job Title: Network Build Customer Care Assistant**

**Location: Office based**

**Department:**

**Position Reports To: Network Build  
Care Manager**

### Company Overview

Gigaclear is a high growth company delivering fibre-optic broadband to underserved rural communities in England. Started in 2010, the company is expanding rapidly across England. With head offices based in Abingdon, Oxfordshire and a significant proportion of staff based in the field Gigaclear currently has over 250 employees and is pursuing ambitious growth plans.

### Purpose of the job

In this role you will be talking to members of the public in communities where we are already building our network. You will be responsible for answering queries on the build and owning these to resolution. You will have the ability to empathise with and educate members of the public in the work that we are doing, the necessity for it and how it will benefit them and their community in the future. You will have the opportunity to be part of something exciting and to assist with its growth and development.

The people that you speak with have the potential of becoming our customers in the future, so excellent customer service is of the utmost paramount.

### Key Accountability & Responsibilities

- Responsible for providing full and first-class service at all times.
- Responsible for, but not limited to, providing support to members of the public that have been affected by our network build.
- Reviewing and analysing the issues raised, establishing the likely cause and responding with an answer within agreed service levels.
- Administering the escalation process to ensure that cases forwarded to others for action are traced and measured and that the contact is kept informed of timescales and progress.
- Escalating further cases that fall outside the agreed service levels at any time.
- Answering incoming calls in an appropriate manner, forwarding them to the appropriate person, taking clear accurate and comprehensive messages and forwarding them to the appropriate person.
- Own and manage cases to ensure a consistent and prompt message is portrayed to our communities.

## **Knowledge & Skills**

- Proven experience in the delivery of high quality customer service and complaints handling.
- Ability to work as part of a team or autonomously.
- A disciplined approach to problem solving – takes ownership of issues and ensures quality processes are maintained.
- Creative and ‘improvement led’ with the ability to ‘think outside the box’ to identify and suggest process improvement changes to enhance our service levels to the public.
- A calm, measured and articulate approach to problem solving and queries from members of the public.
- Self-motivated and able to understand tasks on own initiative.
- Good verbal and written communication skills with demonstrated ability to liaise and deal with people at all levels both internal and external to the business.
- Highly organised individual with the ability to work under pressure, assimilating information quickly and acting decisively in an environment of changing priorities.
- An interest in broadband, how we provide it, the importance of it and how it will benefit users in the future is desirable but not essential.

## **Our Values**

- We are effective and passionate in what we do
- We are speedy and responsive to colleagues and customers
- We are clear and open with all
- We deliver a transformational experience
- We are in a shared endeavour and will succeed together

*This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may be varied (after discussion), subject to the needs of the business and in keeping with the general profile of the role.*