



Role: Customer Experience Manager

Area: Asset Operations

Sub-Area: Customer

Location: Dublin **Duration:** Specific Purpose **Salary:** Competitive

Ervia is a commercial semi-state company which provides strategic national gas and water infrastructure and services in Ireland. Through our regulated business, Gas Networks Ireland, we build and operate one of the most modern and safe gas networks in the world. In 2014, we took responsibility for the operation and maintenance of Ireland's water and wastewater assets through our other regulated business Irish Water. Ervia directly employs over 1,600 people who deliver services to 1.6 million customers daily. We are guardians of the national assets and experts in our field. Our infrastructure supports economic and social development, protects the environment and enhances the health and quality of life of the Irish people.

Background:

The Asset Operations function within Gas Networks Ireland is responsible for enabling efficient and customer focused work delivery by providing shared work management services across functions, delivering optimised levels of performance in work flow coordination, scheduling and dispatch, customer interfaces, clerical and mapping support.

The Role:

The Customer Experience Manager will report to the Customer Care Manager within the Asset Operations function. The primary purpose of the role is to bring management level focus to developing and maintaining customer focused processes and sustaining a common and consistent look and feel across the range of customer communication channels employed by Gas Networks Ireland in interacting with its domestic and commercial customers.

Duties and Responsibilities:

- Developing and delivering on the GNI Customer Centricity Strategy
- Conduct and content of the Network's customer experience insights and satisfaction monitoring programme
- Communicating GNIs Voice of Customers across GNI to ensure customers remains front and centre of strategy
- Coordinating, inspiring and encouraging employees to deliver for customers
- Management of outsource partnership with CX Monitoring and Insight provider.
- Development, maintenance and production of the suite of GNIs customer communications
- Develop knowledge and awareness of industry development with ability to influence CX strategy
- Development and production of awards submissions, customer experience presentations showcasing GNIs customer service achievements
- Management and development of relationships with vulnerability groups

- Day to day management of relationship with Customer Experience and Insights Service Provider
- Generate and manage annual survey budget of c 200K; manage and resolve CX insights and monitoring provider invoicing / contractual issues as they arise
- Analyse survey results and communicate to GNI management, business partners and stakeholders trends and areas for improvement. Schedule and conduct regular survey process / results review meetings.
- Specify and lead development of new / revised surveys and survey approaches in line with existing and developing customer segments
- Adhere to all GDPR requirements
- Identify and develop customer information requirements via new / revised networks digital, leaflets, brochures, inserts etc.
- Ensure suite of customer communication is specified and produced to deliver a common and consistent approach
- Contribute to customer service related journals/publications on behalf of GNI
- Develop and organise customer experience events; customer/employee journey mapping sessions and workshops
- Manage and develop Above and Beyond Awards to recognise and encourage employees to put customers first
- Prepare monthly GNI/Customer First/ CEO CX updates / Quarterly GNI BSC scorecard updating /CRU and participate in ongoing customer service projects as required
- Maintain log of and drive implementation of customer service initiatives
- Ensure payment of monies raised via surveys and fund raising to relevant parties

Knowledge, Skills and Experience:

- Relevant third level qualification is desirable
- Previous experience in Customer Care, Customer Experience would be desirable.
- Excellent verbal and written communication skills
- Ability to develop relationships to accomplish team goals coupled with dealing effectively with differences of opinion and conflict management
- Driver of high standards for individual, team and organisational accomplishment and delivering desired results
- Experience with guiding and developing others towards their goals, providing appropriate feedback and coaching
- Proven ability to prioritise tasks, work with schedules, manage resources while remaining focused on team goals
- Ability to set high standards, by encouraging others to assume responsibility and accountability for tasks

The closing date for receipt of applications for this vacancy is 18th December 2019

Applications, including a current Curriculum Vitae should be emailed to: recruit@ervia.ie or

Please include the Reference Number for this Role when making an application

Ervia is an equal opportunities employer