



JOB OPPORTUNITY

Job Title: Executive Correspondence Advisor
Department: Customer Relations Team
Location: Limerick
Duration: Full Time
Working Hours: 37.5 Hours per week
Reports to: Customer Relations Supervisor

We are seeking a self-motivated and proactive individual to work as an **Executive Correspondence Advisor**. Reporting to the Customer Relations Supervisor, the Executive Correspondence Advisor is responsible for handling escalated executive correspondence within UPC targets.

The successful candidate will be focused on delivering customer excellence, will possess exceptional verbal and written communication skills and will demonstrate a passion for customer loyalty.

The Executive Correspondence Advisor will be required to be flexible in this position and must be prepared to undertake such other work that may be assigned by the Company from time to time. Such work can be outside the area of normal duties.

Specific Tasks/Duties:

- Responsible for the resolution of all escalated executive correspondence within agreed UPC timelines
- Evaluate the risk of customer issues, level of customer dissatisfaction, stage of customer life cycle to determine the most appropriate customer response in order to maximise the customer recovery
- Respond professionally through verbal or written correspondence to customer requests in a fastest possible turnaround time.
- Be proactive with customer requests in terms of acknowledgement, follow up and resolution
- Strive towards first time resolution and take ownership of all customer requests/issues
- Liaise with internal and external sources to take corrective action where appropriate
- Ensure all customer issues are effectively escalated and managed to the customer's satisfaction
- Responsible to research the core reasons for all customer dissatisfaction and ensure that this research is fed back into the change process, management intelligence, business insight and or quality process to improve the overall customer experience
- Provide a superior customer experience at all times

Knowledge, Skills, Abilities and Experience Required

- ✓ Exceptional verbal and written communication skills
- ✓ Exceptional listening and excellent problem solving skills
- ✓ Proven ability to handle escalated customer communication and correspondence
- ✓ Proven ability to professionally communicate and negotiate with difficult customers complaints and customer recoveries in order to rebuild customer trust and grow customer loyalty
- ✓ Highly motivated and positive person capable of working as an individual or as part of a focused and committed team and have the ability to influence others positively
- ✓ Excellent organisational, communication and interpersonal skills. Be able to multitask and adapt to a fast paced environment.
- ✓ Proficient in the use of MS Office
- ✓ First class analytical ability, accuracy and attention to detail a requirement
- ✓ Focused on the achievement of high quality results
- ✓ Demonstrates ownership and accountability to achieve timelines, deadlines and targets
- ✓ Experience in dealing with Executive Administration & Support would be a distinct advantage

UPC is an equal opportunity employer