Title: Complaints Handler

Location: [Insert location]

Salary: [Insert salary range]

Job Type: Full-time

We are currently seeking a highly skilled and customer-focused Complaints Handler to join our team. As a Complaints Handler, you will be responsible for managing customer complaints from start to finish, ensuring that all complaints are resolved in a timely and satisfactory manner.

Key Responsibilities:

* Receiving and acknowledging customer complaints via phone, email, and written correspondence.
* Conducting thorough investigations into complaints and gathering all necessary information.
* Liaising with relevant departments and stakeholders to ensure prompt resolution of complaints.
* Keeping accurate records of all customer complaints and their outcomes.
* Keeping customers informed of progress and ensuring regular updates are provided.
* Providing exceptional customer service and maintaining a high level of professionalism at all times.
* Identifying trends and potential issues that may lead to complaints and escalating them to relevant parties.
* Developing and implementing strategies to improve the overall customer experience.

Key Requirements:

* Previous experience working in a complaints handling role or similar.
* Excellent communication and interpersonal skills.
* Strong problem-solving skills and the ability to think critically.
* Ability to work well under pressure and manage multiple priorities.
* Attention to detail and accuracy in record-keeping.
* Experience using CRM systems and case management software.
* Empathy and understanding towards customers who may be upset or frustrated.
* A commitment to providing excellent customer service and ensuring customer satisfaction.

If you are passionate about resolving customer complaints and have a strong track record of delivering results, then we want to hear from you. Please apply with your CV and cover letter to [Insert contact information].