



Incident & Customer Relationship Administrator

An immersive role for a capable person

You love work, you love solving problems, you're enthusiastic, good company, like people, like detail, love good outcomes, love to cover all the bases, love to leave work satisfied and appreciated, love to help your colleagues achieve success, love to use technology to help you achieve a result, love to learn new things. You like listening to customers while they explain their needs, know how to raise your colleagues mood on those tough days, welcome appreciation and thanks, get pleasure from puzzling out a solution to complex customer requirements. You're known for getting a lot done, quicker, more productive than the average. If this describes you, then please, read more!

About Richfords and our mission

Richfords Fire and Flood work in a "hidden" sector, not known to many. We're in the business of **Giving People Their Lives Back** after unexpected property damage. Based in Redruth we service the country through our depots. Well established and respected, we are a values based organisation. **As important as the skills you bring is that your values closely match our values.**

From our Redruth office we carry out the administration and customer support for incidents across the whole UK. Due to continued growth we need another member of the team.

A responsive and adaptive role in a fast paced continually changing environment

The "Incident & Customer Relationship Team Member" role in Richfords requires a special set of skills. Good judgement, always calm, the ability to empathise with the field teams and demonstrate compassion for the customers, with sensitivity and intelligence. A supportive role for all your colleagues working on the incident - along with daily admin tasks, you will also be liaising with customers, loss adjusters/insurers, or you could be sourcing storage, or art restorers etc

Development in the role

After development and gaining experience in the role you would sometimes be the first contact for the customer. Then you would need to listen carefully to their experience - their most urgent need is usually to know when we can arrive to help them. However before we can organise an appropriate response you need to skillfully extract some detailed information from them. For example asking them about the age of the building, which floor levels are affected and what they are most concerned about at the time. This critical role, first contact, requires a high level of tact and compassion.



Could you imagine yourself really loving a job like this?

Could you imagine yourself really loving a job like this? Do you feel like it is “just right for me”? If so then we’d very much like to hear from you. Send your CV to recruitment@richfords.com.