



JOB DESCRIPTION

Resolution Manager (Complaints)



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Position	Resolution Manager (Complaints)
Department	Veterinary Client Mediation Service
Reporting to	Team Leader
Office	Bishop's Stortford

Overall Purpose

To mediate and achieve resolution between animal owners and veterinary practices to resolve complaints.

Main Tasks

- » Gather a good understanding of the background and issues raised in a complaint
- » Ensure that complainants and practices are kept up to date at all times
- » Keep updated records of all complaint mediations on the dedicated complaint management software
- » Manage pipeline mediations as complaints are assigned to you
- » Use mediation and resolution techniques to progress the complaint, aiming for resolution, ensuring accurate responses are shared with the parties
- » Ensure the complaints database is kept up to date
- » Provide updates to the Complaint Services Manager and Team Leader on a regular basis
- » Seek to manage complaint mediations at the stage 3 level of the mediation process, wherever possible
- » Support and assist with the resolution of complaint mediations escalating to stage 4
- » To undertake and provide input on insight sharing activities
- » Interact with the wider team to ensure the team provide one another with support and development opportunities (for the service, the team and individually)
- » To ensure the confidentiality and security of all party documentation
- » To undertake any other duties which from time to time may be allocated

This job description is not a definitive list or exhaustive list of responsibilities but identifies the key responsibilities.

Job Specification

	Essential	Desirable
Education Qualifications	Good all-round education including GCSE in English and Maths (or equivalent)	
Experience	Customer services	Previous veterinary experience Or Mediation experience/qualification Or Resolving emotive complaint situations
Personal Attributes	Well organised Can use own initiative Can prioritise workload	
Competencies	Excellent IT skills Good communication both verbally and written Works well in a team	
Other Factors	Can work to deadlines Works well under pressure & resilient Good attendance record	

16 September 2021