

Job Description

JOB TITLE: Customer Service Advisor

RESPONSIBLE TO: Customer Services Team Leader

PURPOSE

To be the first point of contact with our customers, ensuring customer satisfaction in line with our service strategy, working as part of a team to provide a comprehensive customer experience.

KEY RESPONSIBILITIES

- Ensure effective customer contact is achieved within set timescales, and in line with policy and procedure, using all communication platforms, including taking telephone calls and responding to e-mails/webchats.
- Respond to online customers general/ repairs enquiries and provide standard written responses in line with guidance.
- Taking customer repairs calls, diagnosing issues & booking repairs appointments.
- To maintain accurate and timely record keeping.
- Participate in training, following identification of needs through a training needs analysis.
- Take an active role in the implementation of new customer service initiatives.
- Participate in projects and working groups at the request of the Customer Services Manager.
- Assist the Customer Services Manager in the implementation of policies and processes aligned with a good customer experience, with a view to improving performance by listening to and acting on customer feedback.
- Assist with the creation and review of processes for the customer services team and ensure processes are adhered to.
- Ensure full business continuity is achieved by providing cover for the operation where necessary, this may include working in any of our offices from time to time.
- Apply professional curiosity to help identify if residents' have circumstances which may make them potentially vulnerable and if they have additional support needs; signpost to internal and/ or external support services.
- Promote resident engagement opportunities and capture resident feedback to support our resident engagement objectives, with a view to continuous improvement.
- Effectively liaise with other departments/staff/outside agencies as appropriate.
- Provide day to day facilities cover as needed.

GENERAL

- To adhere to the equality, diversity and inclusion policy and actively promote equality of opportunity wherever possible.
- Recognise, respect, and promote the different roles and diversity of individuals.
- To actively contribute towards the key performance indicators and professional standards.
- Work in accordance with the General Data Protection Regulations (GDPR) and Data Protection Law and be responsible for the integrity of personal information you process. This may include identifying anomalies in data and investigating and correcting them where appropriate. Ensure you attend training on data protection regularly.

Job Description

- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act (1974) and relevant EC directives.
- To participate in training, attend other meetings, and staff events as required.
- Be an effective member of your team, presenting a positive impression of your section and the Group.
- Take responsibility for recognising and recording customer complaints, however made, and ensure that any complaints allocated to you are responded to within policy requirements.
- Maintain professional curiosity in all interactions with residents, be aware of and report and record any potential safeguarding issues promptly and appropriately.
- Maintain awareness of budget requirements and value for money while delivering your role.
- Consider and highlight any risk to the organisation or individuals whilst delivering your role.
- Consider resident feedback (the resident voice) in all service delivery, using data and insight and actively engaging with residents to understand their needs, views and priorities and tailor services accordingly.
- This role may involve visiting other offices from time to time

This job description is a guide to the nature of the work required. It is not comprehensive, and it is expected that other duties will be undertaken as this role develops and as may be reasonably expected.

Person Specification

Area	Skills and Experience	Essential or Desirable?
Education and Qualifications	• GCSE or equivalent education • Willingness to work towards and appropriate CIH qualification	Essential Essential
Knowledge and Experience	• Office administration experience • Customer service experience • Microsoft Office experience • Knowledge of housing policy and procedure, including diversity, equality and inclusion, and an understanding of housing associations	Essential Essential Essential Desirable
Behaviours	• Calm, confident, and approachable manner • Excellent communication skills, face to face, in writing and via telephone • Ability to think and act quickly in a pressurised environment. • Proven ability to negotiate outcomes and solve problems. • Experience of using own initiative to implement and improve work systems. • Ability to prepare and interpret numerical data and to explain to others. • Proven ability to plan and manage own workload. • Ability to work well as part of a team. • Desire to provide excellent customer service. • Resilience when dealing with difficult situations	Essential Essential Essential Essential Essential Essential Essential Essential