

## Job Description

**JOB TITLE:** Customer Services Officer-Repairs

**RESPONSIBLE TO:** Senior Customer Services Officer

**Purpose:**

To schedule jobs for Operative to ensure that a suitably qualified operative is scheduled to every repair or inspection.

To Undertake such follow up work as required on behalf of the Operative by procedure or instruction to ensure a satisfactory conclusion to the appointment.

Be dedicated to ensuring that the organisations customers receive an excellent standard of service.

**Key responsibilities**

- To schedule operative appointments.
- Use available technology and diagnostic tools to correctly identify correct Schedule of rate codes.
- Apply clear concise descriptions of the work required to issued instructions.
- To register work orders within the time bands appropriate to the type and urgency of the work required.
- To Operate the text messaging system for appointment reminders and customer satisfaction surveys.
- To make outbound calls to residents to discuss and resolve repairs issues and to escalate these to the relevant Supervisor/Surveyor as required.
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- To receive and resolve all calls from Operatives and Contractors including variation requests, no access reports, follow on appointments.
- To report back to Supervisor any issues where specialist materials are required.
- To undertake ad-hoc administration tasks as and when required.
- Undertake data entry tasks as required.
- To Manage and review respective inboxes for job registrations via email and resident portal.

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- To interrogate daily excel spreadsheet of 'Healthy Homes' and register work orders accordingly.
- To work diligently towards achieving service KPI's including First Time Fix and Appointments Made and Kept.
- Maintain accurate and clearly described notes on the CRM system.
- To provide a detailed service to customer queries, complaints, complex queries and requests as required.
- To carry out the duties of the post with an understanding of and commitment to customer care.
- To keep the customer informed at all times in the event of rearranged appointments.
- To liaise closely with the Senior Customer Services Officer and produce reports as and when required.

### **General:**

- To adhere to the equal opportunities policy and to actively promote equality of opportunity wherever possible.
- Recognise, respect and promote the different roles and diversity of the individuals within the business.
- To actively contribute towards 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.
- 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 take responsibility for your own development and professionalism, ensuring that you keep up to date with new developments and continuously expand and build on your knowledge.

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- Attend and participate in training and other meetings and staff events as required.
- Be an effective member of your team, presenting a positive impression of your section and the business.
- 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.

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Area	Person Specification
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>• GCSE standard or equivalent education</li> <li>• Competent user of Microsoft Office packages (Outlook, Word, and Excel)</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Experience of document management and diary co-ordination</li> <li>• Knowledge of the housing sector would be an advantage</li> <li>• Experience of delivering advice and complex information often in challenging situations</li> <li>• Ability to manage expectations and act as a gatekeeper</li> <li>• Knowledge of risk management/assessment frameworks</li> </ul>
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills</li> <li>• Strong interpersonal, influencing and negotiation skills</li> <li>• Good numerical and analytical skills</li> <li>• Proven ability to organise and prioritise work, meet deadlines, work under pressure and handle a number of tasks simultaneously and accurately.</li> <li>• Proactive approach to solving problems</li> <li>• Able to work as an effective team member with minimum supervision</li> <li>• Ability to multitask and anticipate assignments while maintaining meticulous attention to detail</li> <li>• Demonstrates resilience in pressured and stressful situations</li> <li>• Ability to deal with sensitive information, maintaining discretion and confidentiality</li> <li>• Ability to create an environment of trust, fairness and openness.</li> <li>• Ability to lead and motivate a team.</li> <li>• Able to work with a high degree of autonomy and flexibility.</li> <li>• Committed to continuing personal and professional development.</li> </ul>