

Job Description

Job Title:	Customer Service Manager
Division:	Repairs & Maintenance
Reports to:	Contracts Manager / Divisional Manager
Direct Reports:	Call Centre / RLO's
Main Interfaces:	Residents, Customers, Clients, Axis Employees

Overall Purpose

Managing the day-to-day administration / functions of the repairs services of the business which includes reactive call centre and customer service, in such a way that the performance customer service targets are continuously met. Working as part of a team in a call centre environment assisting the operational team to deliver a quality service to all clients including Housing Associations and Local Authorities and their residents.

Key Tasks / Activities / Responsibilities

- Ensure K.P.I's are met weekly
- Check K.P.I and phone logs weekly and analyse service failures to implement solutions.
- Attend contract meetings and deliver service updates to your team.
- Live telephone customer satisfaction inspections to be done daily.
- Regular team meetings, (weekly or fortnightly) to go through the positives and negatives occurring on the contract.
- One to One meetings with team on a weekly basis or as when required.
- Provide basic training where required.
- Monitor phones at all times to ensure the service levels are maintained and the correct way of answering is undertaken by your team.
- Undertake audits of your team's work, to be carried out weekly and any errors brought to your team's attention. (These must be kept for monitoring purpose.)
- Ensure all highlighted errors are updated by yourself or your team promptly,
- Assisting with people management issues.
- Encourage team spirit within the contract at all times and to encourage charity events to be attended by team (and yourself).
- Follow the organisation's policies and procedures at all times.
- Work with colleagues from other departments and respond in a timely manner if and when necessary.
- Provide information to your line manager in a timely manner when requested to do so.
- Follow and support policies, procedures, initiatives and work instructions related to sustainability improvement and environmental compliance
- Manage individual call performance and call quality.
- Manage team performance against contract KPIs
- Motivate and moralise staff through supportive and structured approach to development.
- Report on average handle times, average wait times and grade of service for call centres on contract.
- Review and report on call demands and analyse historical call demands to identify trends.
- Write exception reports detailing performance impacts and successes for contract managers. Undertake one to one reviews of call centre advisors.
- Reduce the number of complaints received.
- Manage break time, work time and escalations. Register all complaints and report as per company and client procedures. Ensure complaints are investigated and resolved efficiently and within target and advising residents and clients of their outcomes
- Compile a complaint log and use the information to report on trends including the lessons learnt and how to improve our service
- Visiting and meeting residents in their homes, when required or requested, dealing with their needs and queries ensuring they are kept informed at all times

- Arrange compensation or goodwill gestures if required, all to be agreed with Customer Service To deliver Customer Care talks as and when required and to ensure they are documented
- Liaise closely with other senior staff to generate positive culture within the Division through regular meetings, working towards business objectives, covering absence etc.
- Make appointments for further works if needed and ensure these are carried out and completed to the resident's satisfaction
- Ensure resident telephone surveys are carried out and recorded, with the appropriate action taken regarding feedback. Provide a monthly report detailing the findings of the surveys and actions taken to address any issues or problems that have arisen
- Monitor relevant inboxes to maintain and improve response times within the correct contractual timeframe.
- Organising employee shift patterns to meet demand, ensuring processes are in place to enable customer enquiries are dealt with at first point on contact.
- Coordination of staff recruitment, including liaising with HR.
- Lead by example, demonstrating conduct that is consistent with Axis's Vision and Values in order to encourage a positive and motivated team who will contribute to the development of the service.
- Manage employee attendance records (Annual Leave, Sickness)
- Coach and mentor your employees to develop a dynamic team, including conducting appraisals.
- Liaise with client to ensure up to date information in regards to property assets list including amendments.
- Investigation and resolution of complaint escalations including high level, complex complaints.
- Attend monthly contract meetings

Person Specification

Key Knowledge

- IT Literate
- Customer Service
- Maintenance sector terminology
- KPIs
- ROCC
- Zeacom
- Cost to complete basic commercial knowledge
- Process Management
- Operational Management
- Strategic Tactical Development
- Complaint handling
- Call centre management
- Complaint handling

Key Skills

- Excellent Telephone Manner
- Customer Service focused
- Excellent Communication skills
- Ability to identify problems
- Ability to identify customers' needs
- Willing to go the extra mile to deal with a difficult situation
- Ability to prioritise issues
- Ability to meet tight deadlines
- Ability to work under pressure
- Attention to detail
- Team player
- Ability to identify poor customer practice and report findings

Key Experience

- Call centre environment
- Repairs and Maintenance
- Customer care knowledge
- Client interaction
- Reporting skills

Other Key Information

- Ability to attend resident meetings
- Ability to deputise for line manager as and when required.
- Excellent work ethic
- Treating others with respect
- All staff has a personal responsibility and accountability to Axis to ensure that their day to day activities adhere to the Sustainability Policy Statement and Plan and minimise the impact upon the environment.
- It is the responsibility of all staff to ensure that their day to day activities embrace sustainability and reduce the impact upon the environment by minimise waste and maximise recycling; saving energy; minimise water usage and report any electrical faults, water leakage or other environmental concerns to the facilities or line manager.

I have read and understood the provisions of this job description.

I understand that this document forms part of my employment and I hereby confirm my agreement with its provisions.

Name:

Signature:

Date: