

Job Description

Job Title:	Customer Service Advisor
Division:	Repairs and Maintenance
Reports to:	Team Leader/Senior Administrator/Customer Service Manager
Direct Reports:	None
Main Interfaces:	Residents, Customers/Clients, Axis Staff and Operatives

Overall Purpose
Working within a call centre environment, dealing with inbound customer calls from residents relating to household repairs and ensuring complaints are resolved smoothly.

Key Tasks / Activities / Responsibilities
<ul style="list-style-type: none"> • Provide our clients and customers with excellent, first contact resolution services across multiple channels. Offer great customer service by listening to customers' queries, building rapport, demonstrating empathy, resolving queries / concerns and always opening and closing the call or correspondence in accordance with the company's customer service handling procedures. • Taking inbound calls from Residents and/or Social Housing Providers in relation to repair works; including raising new jobs, appointment scheduling and existing works updates. • Using IT Systems to raise new repairs, book in and rearrange appointments for customers and/or clients whilst on the telephone • Dealing with customer service queries, issues and investigating complaints in relation to outstanding works, delays and other defects (e.g. damage to property, employee behaviour) • Liaising with Clients, Axis Operatives, managers, staff and Sub-Contractors in order to provide updates to works and resolving repairs issues • Adhering to Call Handling Procedures, Axis Policies and Operational Processes in order to ensure a "First Class" Service is delivered at all times. Ensuring that all Customers are treated equally and fairly in line with Axis' Equality and Diversity Policy • Managing generic and/or team email inboxes using Microsoft Outlook (where required) where customers chose to email new repair works requests, client approvals and operative worksheets/reports on completed works • Attending regular meetings regarding ongoing aids and adaptations works and managing all requested orders through to completion. • Updating and maintaining company documents, reports and spreadsheets using Microsoft Office including letter/email templates, complaints and satisfaction reports, and contact lists (Where required) • Working effectively on your own and within a team to achieve individual and company targets and KPIs, ensuring customer satisfaction is above 90% at all times • Follow and support policies, procedures, initiatives and work instructions related to sustainability improvement and environmental compliance

Person Specification

Key Knowledge

- Using IT software packages and/or company systems
- Technical knowledge of repairs within the maintenance or building industry
- Prior knowledge of SOR codes and Aids and Adaptations (Preferable)

Key Skills

- Excellent customer service skills
- Ability to interact effectively with customers via face to face, telephone or writing
- Work effectively within a team as well as independently
- Ability to work under pressure and to tight deadlines

Key Experience

- Call centre environment, dealing with high volumes of calls (Desirable)
- Previous experience within a housing and/or maintenance organisation (Desirable)

Other Key Information

- 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: