



Customer Services Advisor

Full-Time, Temporary Maternity Cover until November 2024

Salary: £ 23,362 - £26,419

EVH Grade 4 Spinal Point PA9 – PA12

Location: Govan, Glasgow

Do you believe in delivering excellent customer service? Do you go above and beyond for customers? If so, we are looking for someone like you to join our Customer Services Team on a temporary basis to cover maternity leave.

You will be the first point of contact for our customers and will be responsible for delivering services that are most valued including a reactive repair service encompassing repair diagnostics, instructing work orders and managing to completion, reviewing customer satisfaction surveys and complaint handling. In addition, you will provide housing advice and assess housing applications along with carrying out general administration tasks. You will deal with enquiries face to face at our reception desk, over the telephone and via digital platforms.

You should be self-motivated, have excellent communication skills and be empathetic and caring. In addition, you should be able to prioritise your workload, have a good level of IT skills and have the ability to work under pressure. Previous experience of working within a reactive repairs service or Housing Association liaising with the public as part of a team would be an advantage.

Elderpark Housing Association is an ambitious, community based Registered Social Landlord operating in Govan and the surrounding areas. We currently own and manage 1339 homes and our mission is to create a vibrant neighbourhood where everyone can prosper.

Our values are caring, reliable, fair, open and adaptable. Our Customer Services Team have an important role to play in ensuring that our values are met and reflected in the services we deliver to each and every customer every day. Continuous improvement is what we strive for.

What we offer in return is an excellent working environment within the heart of our community, a commitment to supporting and developing the successful candidate's skills, knowledge and experience, excellent conditions of services and a strong pension offering.

To apply for this role we are inviting candidates to submit a CV with covering letter to recruitment@elderpark.org using the criteria in the person specification to outline and demonstrate you have the knowledge, skills and experience relevant for the role. Please ensure you cover all the relevant criteria as the shortlisting panel will assess each application against this.

You can find full information on our website www.elderpark.org/vacancies or should you wish to request information or have any questions about the role, please email recruitment@elderpark.org.

Closing date for all applications will Friday 1 December 2023 at 12 noon. It is anticipated the interviews will take place week commencing 4 December 2023.