



Job Description

Job Title:	Customer Service Advisor (Maternity Cover)
Grade:	EVH Grade 4
Salary:	£23,362 - £26,419
Responsible To:	Customer Services Officer, Director of Housing and Customer Service and to the Chief Executive

Overview of the Post

The key aims of the post is to assist the Customer Services Officer to provide a personalised and responsive first point of contact service to the Association tenants, service users, partners and the wider community including meeting and greeting customers at our reception desk, as well as engaging over the telephone and via digital platforms.

The Post holder will assist the Customer Services Department in their goal to deliver a high quality and consistent service based on getting the service “right first time” and in doing so heighten satisfaction levels and demonstrate a culture of excellence in Customer Service. In addition, the Customer Service Team will provide administrative support throughout the organisation, most notably to the Maintenance and Housing management departments.

Key Aim of the Post

The key aim of this post is that the post holder will be provided with the necessary training to provide the following services:

- To provide day-to-day administrative support throughout the association, primarily to the Housing and Maintenance departments. This includes the processing of repairs, housing applications, rent payments, logging complaints, managing diaries, community regeneration projects and tenant participation. These administration roles may vary over time in line with the business objectives of the Association

- To provide a front-line reception service assisting customers with their queries and signposting as required
- Provide accurate, clear and accessible information and advice to tenants, housing applicants, factored owners and the wider public about services. This can be through a variety of methods including live chat, in person, email, by telephone or through text messaging
- Take the opportunity to engage with customers to ensure that information held is accurate and up-to-date, to provide a more effective service
- Embrace the use of digital services, technology as a means of communication, with a view to delivering a more effective service to individual tenants and customers
- Work collaboratively with colleagues in other departments and across all areas to ensure the information provided and subsequent feedback helps support continuous improvement in service delivery

Principal Responsibilities and Duties

Assist the Customer Services Officer by:

- Delivering all aspects of reception duties including telephone enquiries, email enquiries, dealing with post, attending to onsite visitors, managing the main office diary meeting room-booking system and keeping the reception area tidy and a welcoming space
- Providing clear and consistent advice to tenants and the wider public within the remit of the Customer Service team. This can be communicated in person, on the phone, or online
- Providing administration support to all departments, including photocopying, scanning, designing posters and mail drops
- Logging complaints from tenants and service users and report them to the relevant section
- Updating data and logging any missing personal and contact information on the in-house software system.
- Referring and promoting Elderpark HA sponsored services to our tenants
- Advertise services and policies to support our tenants and the wider community
- Ensure that mail is opened, recorded, date stamped and distributed in a timely manner

- Ensure information is displayed including policy leaflets, service posters in both paper and digital format.

Assist with Housing Management Duties, including

- Process rent and factoring payments made in person, via telephone or on-line.
- Process housing applications in line with the Association's policy and provide advice and assistance to applicants and tenants in relation to new applications and the operation of the Association's Allocations policy.
- Maintain diaries and appointments relating to the Housing Management section

Assist with Maintenance Duties including

- Provide an excellent repairs and maintenance service to customers in accordance with the Association's policies, procedures and service standards.
- Respond to all enquiries regarding repairs, giving general advice and assistance and ensuring an effective response to requests for repairs and maintenance services working closely with the Maintenance team.
- Log, process and ensure work orders for the day to day and emergency out of hours service are completed and recorded accurately within agreed response times for repairs.
- Answer telephone calls/emails from contractors and help with any job queries and enquiries and maintain good customer relations.
- Key management for voids by maintaining a record of key movement to ensure that keys and fobs are safeguarded in line with the key procedure and are returned and accounted for.
- Monitor and respond to customer satisfaction feedback relating to repairs service

Corporate Responsibility

- At all times comply with the Health and Safety Policy and procedures and highlight any unsafe working practice/conditions
- Understand and respect the diversity of customers and colleagues
- Ensure consideration of the Associations values and mission statement when delivering services

Other

- Attend training sessions, both internal and external, as required
- Where required be available to work outwith office hours to deliver services with meet the need of the organisation and our service users
- Any other duties specified by the Customer Services Officer, Director of Housing and Customer Services or CEO that would be considered reasonable within the general level of responsibility attached to the post



Customer Services Advisor

Person Specification

Experience and Qualifications	Essential	Desirable
Good general standard of education	x	
Understanding of key elements of effective customer service	x	
Experience of working in a team within a fast paced customer services environment dealing with the public	x	
Knowledge of utilising digital platforms for communication purposes and also accessing online services		x
Recent customer facing experience in Social Housing organisation		x
Experience in using a range of ICT systems	x	
Knowledge	Essential	Desirable
Knowledge of administration processes and procedures	x	
Understands the need for confidentiality in the provision of customer services	x	
Skills and abilities	Essential	Desirable
Excellent communication, listening and interpersonal skills	x	
The ability to engage customers through high levels of empathy and understanding	x	
Skills in working with others e.g. courteous and tactful, respond positively to requests for help from internal and external partners, encourages and supports other colleagues	x	
Excellent professionalism, discretion and confidentiality.	x	

Excellent skills at planning and prioritising workload.	x	
Good level of IT skills using Microsoft Packages including Word and Excel	x	
Competent use of Housing Management Software		x
Other		
Committed to equality and diversity	x	
Understanding of the services provided by a community based registered social landlord.		x
Desire to learn and develop your career within social housing movement.		x