

JOB DESCRIPTION



Post: Customer Services Advisor
Responsible to: Senior Customer Services Advisor
Salary: £23,000

Overall Role Objectives

- To act as the first point of contact for customers / tenants and others accessing Ability's services by phone or email, providing customer-focused service support.
- To provide an excellent Customer experience to all Ability Customers by taking ownership for all Customer enquiries, dealing with queries at point of contact where possible.
- To complete accurate administration relating to all enquiries received, passing queries to relevant departments where appropriate so that Customers receive a high level of service.

Key tasks

Customer services

- Provide a front-line telephone and email service for Ability's customers / tenants and others, responding in a helpful and polite manner, logging and resolving enquiries where possible.
- To answer and respond to all Customer enquiries positively, liaising with stakeholders, partners and colleagues. Using our systems, policy and procedures to ensure accurate information is provided to our Customers at all times.
- Establish the key elements of the Customer query to ensure first time resolution. Where needed, follow-up with colleagues or stakeholders to ensure satisfactory resolution for our Customer.
- Ensure that accurate, comprehensive and concise notes and information relating to all Customer contact is documented on Ability's IT system in a timely fashion.
- Work closely with colleagues across all departments to keep up to date with Ability's services, policies and procedures in order to provide advice and respond appropriately to queries.
- Interrogate Ability's customer database and other sources of information to access information about the Association's properties, customers and their support needs updating details where required.
- Manage Customer expectations on behalf of Ability and sign-post to other agencies where appropriate (e.g. Local Authority services, Utility Providers etc.)

- Provide accurate information to Customers when interpreting and answering queries in regards to rent accounts.
- Accurately diagnose repairs requests received from customers identifying the required trade and ensuring works orders are raised in line with company policy and agreed timescales.
- Take personal responsibility for adhering to Ability's code of conduct, Customer Care standards and other legislation in line with GDPR.
- To immediately raise any safeguarding concerns with relevant colleagues, stakeholders and/or other agencies as appropriate.
- Deal with correspondence, including writing to customers, and creating mail merged letters communicating other information.
- Build and develop effective working relationships with suppliers, contractors and other external agencies involved in the delivery of services to Ability's customers; ensure that contact information is up to date.
- Escalate work to managers where appropriate.

Administrative tasks

- Update central records and other service monitoring and administrative systems for a range of housing / tenancy management services, including the Housing Management / CRM system; log updates and make amendments to the data as required, including customer contact information; ensure that records are accurate and up to date, flagging any problems to the appropriate manager / colleague.
- Maintain templates and produce routine letters, forms, reports and other documents.
- Ensure that any errors or irregularities are brought to the attention of the Senior CSA or other appropriate manager.
- Project support: participate in service improvement initiatives relating to housing / tenancy / property management, supporting the wider aims of the team/ Ability HA.
- Ensure that operational staff are accounted for at the end of each working day in line with our lone working policy.

Financial responsibilities

- Comply with Ability's financial policies and procedures in relation to expenses and mileage claims, petty cash, company credit card purchases, contract management and the procurement of goods and services.
- Raise works orders in relation to customer repairs, always complying with Ability's policies and procedures.

Safeguarding responsibilities

- To assist the team and Ability as a whole to fulfil our Safeguarding duties by being vigilant and proactive about assessing safeguarding issues with regards to customers using or visiting Ability's services. Take appropriate action to protect customers from all forms of abuse and promote the wellbeing of those using our services.

General

- To comply at all times with the Association's legal, contractual and regulatory responsibilities in relation to the above duties, including data protection / GDPR.
- To be aware of and comply with all the Association's current policies, procedures and guidelines and to keep up to date with the knowledge and skills required to deliver the responsibilities of the role, including attending training, learning from others and personal research and study.
- To be accountable for meeting personal and team performance targets.
- To contribute to the development and sharing of policy, procedures, best practice and service improvement.
- To manage own time effectively, including lone working and work travelling where required.
- To deal promptly and effectively with complaints in line with the Association's procedures.
- Ability is committed to providing a healthy and safe working environment and expects all employees to observe and promote Health & Safety related policies in all areas of their work, including attending training as appropriate.
- To observe and promote the letter and spirit of Ability's equality and diversity policy in all contact with staff, clients and members of the public and to attend training as appropriate.
- To work and communicate effectively with colleagues to meet organisational and team objectives and targets.
- To attend internal and external meetings as required, including supervision and appraisal meetings.
- To carry out other duties, reasonably requested, which may be appropriate to the role.

PERSON SPECIFICATION

Qualities	Criteria	Desirable / Essential
QUALIFICATIONS, SKILLS & EXPERIENCE	<ul style="list-style-type: none"> • Ability to work under pressure in a fast-moving environment • Ability to prioritise tasks and manage workload by effective time management in a calm and logical manner • Ability to communicate effectively and professionally, verbally and in writing; adapting style to a wide variety of situations and people • Ability to use negotiation and influencing skills with a resourceful nature to enable problem solving and team working • Strong team working ethic demonstrated by flexibility and individual contribution to the Team • Comfortable working with data including basic calculations • An eye for detail when writing to Customers, updating Customer contact logs and raising orders • Ability to make and implement difficult decisions, • Substantial experience in a customer-focussed service call centre or front line operation • Understanding of Housing or Maintenance / Repairs services • Previous experience in a Customer Service Team or experience in a similar front-line Customer facing role 	<p>Desirable / Essential</p> <p>Desirable</p>
TECHNICAL KNOWLEDGE	<ul style="list-style-type: none"> • 5 GCSEs grade A-C including English and Maths (E • Knowledge of repairs and maintenance • Knowledge of procedures and processes relating to income recovery and housing management • Knowledge of multiple housing tenures including shared ownership, leaseholder, temporary housing, assured and assured shorthold tenancies and fixed term tenancies 	<p>Essential</p> <p>Desirable</p>
IT SKILLS & EXPERIENCE	<ul style="list-style-type: none"> • Competent user of Microsoft Word, Excel, Outlook • Ability to interrogate and manage computerised databases • Ability to analyse data and keep databases up to date 	<p>Essential</p>
BEHAVIOUR	<ul style="list-style-type: none"> • Genuine commitment to the Association's values and behaviours • Positive "Can do" approach to work • Goal-focused, positive and resilient • Self-managing, taking responsibility for own behaviours and development • Committed and adaptable • Willingness to learn and improve technical expertise • Committed to working in a customer focused environment 	<p>Essential</p>