Tilia Homes are an ambitious, customer focused housebuilder that put people and the planet at the heart of everything we do. We're dedicated to delivering the best possible standards in design, build quality, and service for our customers.

We’re looking for talented and enthusiastic individuals who will share this passion, to join our team.

**Our benefits package includes:**

* 26 days holiday with additional bank holidays
* Enhanced Company Pension Scheme
* 24/7 GP
* Holiday Buy Scheme
* Life Assurance
* Retail discount portal
* Employee Assistance Programme

We have a vacancy for a **Customer Services Coordinator**

Tilia Homes has an opportunity for a Customer Services Co-ordinator to join a friendly team within our Eastern Region based from our Bedford Office.

The aim of the role is to provide a professional, positive and enthusiastic service to our customers

**Duties will include:**

* Being responsible for ensuring defects are attended to in a reasonable timescale
* Promote a culture of cost control and recovery on site through specification of works and adherence to contract charge procedures
* Conduct handovers (developing a demonstration role), pre-sale and 12 month close of defects inspections on shared ownership and outright sale products
* Specify remedial works, allocate appropriate subcontractors and supervise this up to completion
* Prepare and submit progress reports to the Customer Care Manager
* Maintain accurate audit trails and ensure documentation is filed in an organised manner
* Assess performance and work quality of subcontractors, and report issues to the Customer Care Manager
* Help continuous improvement in customer satisfaction ratings

**We’re looking for the following experience or skills:**

* Strong interpersonal skills in dealing with internal and external customers
* Confident and able to demonstrate negotiation skills
* Ability to stay calm, professional and display patience when dealing directly with customer complaints
* Recognise the importance of customer service
* Able to evaluate and assess technical and commercial issues and make informed decisions
* Able to work independently ensuring our aftersales service is impartial
* Intermediate skills in Microsoft Excel and Word.
* Some technical knowledge of house building, including electrical, plumbing, and specific understanding of defects and specification of remedial works preferred

Bringing together two trusted housebuilding brands, Tilia Homes and Hopkins Homes, untypical aims to make a positive difference to the UK housebuilding market and help to provide greater access to homes which are affordable for buyers.

Guided by an innovative approach and a commitment to excellence, untypical focuses on creating sustainable, inclusive communities, delivering homes across the UK that people want to live in and are good for the planet.

Our people are at the heart of what we do and in order for us to succeed in becoming the UK’s most customer-centric housebuilder, we are looking for talented and ambitious individuals to join our team.