**About The Role**

Tilia Homes are looking for new talent to join us on our exciting journey to grow our business and become a 5 star housebuilder.

We are a new brand in the market looking to make a name in the industry that inspires confidence.

With a strong and rapidly growing land bank, allied to significant financial resources, we have both the means and desire to build a bright future for both our customers and our workforce.

We have an exciting opportunity to join a friendly team within our Eastern Region based Bedford, Bedfordshire.

The purpose of this role is to support the customer service department in providing a high quality and professional service to our customers. In this role you will be supporting our customers by advising on the best course of action to resolve customers queries dealing directly with our customer via telephone and email.

In return we are offering a competitive salary and package as well as the support and scope to build a long and fruitful partnership with Tilia.

**Responsibilities and Duties**

* To be responsible for ensuring defects are attended to in a reasonable timescale;
* To be responsible for ensuring NHBC claims are logged and deadlines met;
* To be responsible for ensuring Housing Association 12-month defects deadlines met;
* Plan, prioritise and organise workloads daily;
* Ensure Customer Service Charter is always followed in respect to our sub-contractors;
* Accurately record information on Marble dynamic system;
* Chasing and closing sub-contractor jobs;
* Booking jobs for Maintenance operatives and Management inspection visits;
* Welcome courtesy calls to new homeowners;
* Recording of out of hours call logs
* Identify potential contra charges;
* Pass quotation to Management for approval.

**About the Candidate**

* Experience in a similar role;
* Demonstrate excellent interpersonal skills in dealing with internal and external customers;
* Confident and able to demonstrate excellent Customer Service skills;
* Able to communicate at all levels;
* Must be able to stay calm, professional, efficient and display patience when dealing directly with customer complaints;
* Recognise the importance of customer service and meet the standards required when dealing with both internal and external customers;
* Able to run, organise and prioritise – paying attention to detail in a methodical manner;
* Self-motivated, working as part of a team under own initiative;
* Able to motivate both internal and external workforce;
* Intermediate skills in Microsoft Excel and Word.