**ROLE PROFILE**

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| **Function** | **Customer Service** |
| **Job Title** | **Customer Service Co-ordinator** |
| **Grade** | **C3** |  |
| **Reporting Lines** | **Reports to** | **Customer Service Team Leader / Head of Customer Service** |
|  | **Direct Reports** | **N/A** |

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| **Aim of the role**Supporting developments and providing excellent customer service to our customers, clients, subcontractors, Site Managers and team members.**Responsibilities and Duties*** Manage Customer experience and expectation through their warranty period
* To be responsible for ensuring defects are attended to in line with our service level agreement
* Promote client interface e.g. Building Housing Managers and Maintenance Managers relationships
* To promote a culture of cost control and recovery on site through specification of works and adherence to contract charge procedures
* Develop new ideas to improve the quality of build and after sales service
* Plan, prioritise and organise workloads on a daily basis
* Conduct handovers (developing a demonstration role), 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
* 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/ Team Leader
* Ensure improvement in customer satisfaction ratings

**Knowledge Skills and Experience*** Experience in a similar role
* Able to think strategically and coordinate complicated work programmes
* Demonstrate excellent interpersonal skills in dealing with internal and external customers
* Confident and able to demonstrate excellent negotiation 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
* Able to evaluate and analyse information in a logical manner
* Good technical knowledge of house building, including electrical, plumbing, and specific understanding of defects and specification of remedial works
* Able to evaluate and assess technical and commercial issues and make informed decisions
* Self-motivated, working as part of a team under own initiative
* Able to motivate both internal and external workforce
* Able to work independently to both commercial and delivery functions ensuring our aftersales service is impartial
* Intermediate skills in Microsoft Excel and Word
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| **Our Behaviours - Contributor** |
| Trust and Integrity | * Maintains confidentiality
* Acts in a way that builds trust and confidence
* Treats everybody with dignity and respect
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| Enable and Support | * Develops positive working relationships with colleagues
* Respects the views and opinions of others
* Takes pride in the work they deliver as a team
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| Inspirational and Motivational | * Self-motivated
* Has a positive impact on others
* Solution focussed
* Strives for continuous improvement
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| Self-aware and resilient | * Practices self-reflection
* Reflects on own strengths and areas of development; seeks to make positive changes
* Awareness of personal limits and sets boundaries
* Understands the impact of their behaviour on others and seeks to have a positive impact
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| Purposeful and Decisive | * Considers the bigger picture
* Knows when to say no and when to escalate
* Committed to delivering objectives
* Prioritises workload
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