**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 |
| 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 |
| Inspirational and Motivational | * Self-motivated * Has a positive impact on others * Solution focussed * Strives for continuous improvement |
| 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 |
| Purposeful and Decisive | * Considers the bigger picture * Knows when to say no and when to escalate * Committed to delivering objectives * Prioritises workload |

