**Tilia Homes Ltd - Customer Service Coordinator role**

**About The Role**

Tilia Homes has an exciting opportunity for a Customer Services Co-ordinator to join a friendly team within our Eastern Region based from our Bedford Office.  The purpose of the role will include.

* Plan, prioritise and organise workloads daily.
* To be responsible for ensuring defects are attended to in a reasonable timescale.
* Specify remedial works, allocate appropriate subcontractors and monitor this up to completion.
* Tilia Homes Customer Journey process – Including courtesy calls, site progress and customer satisfaction.
* Oversee 12 months close of defects inspections on Housing Association properties.
* To promote a culture of cost control and recovery through specification of works and adherence to contra charge procedures.
* Oversee NHBC resolution claims
* Support in new ideas/ procedure to improve the quality of after care service in line with the Tilia Homes Customer Journey.
* Track SLA’s and report to Senior Coordinator & Customer Care Manager.
* Maintain accurate audit trails and ensure documentation is filed in an organised manner.
* Always ensuring compliance with Health and Safety procedures.

**About You**

* Experience in a similar role ideal
* 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.
* 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 evaluate and analyse information in a logical manner.
* Good knowledge of house building, including electrical, plumbing, and specific understanding of defects and specification of remedial works.
* 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.