



Customer Service Advisor

Team Service Centre/Customer Service	Salary Grade C/D
Team responsibility No people management	Line manager Team Leader
<p>The job in a nutshell</p> <p>As a Customer Service Advisor here at Beyond Housing you will create a great first impression on our customers via phone calls, emails, face to face or live chat. You will be the first point of contact to ensure that their query is dealt with ranging from Housing Applications, Tenancy Management, Repairs, Complaints, and everything in between. We have roles across both our Redcar and Scarborough office available.</p>	

Duties and responsibilities

- Deliver all call handling and administrative functions during the Customer Service Centre (CSC) opening times and to our Housing management teams to ensure a high-quality service for our customers during their journey with us.
- Provide the highest quality customer experience to all customers through a range of communication channels including telephone, email, live-chat, face to face
- Deal promptly, efficiently and effectively with all customer enquiries and inform the customer of the outcome or follow up procedures where enquiries cannot be dealt with immediately.
- Take ownership of customer enquiries and seek to find solutions to customer dissatisfaction, identifying areas for improvement to your team leader to improve on the services we deliver.
- Provide a professional, efficient service to all customers for a first class excellent customer service experience.
- Engage and embrace change in a fast paced, ever improving customer focused service.
- Achieve specified performance targets on an individual level, thereby contributing to collective team performance.

Version No	Revision Date	Reason for Revision	Job Evaluation Number
2		New JD template	

- Respond to customer enquiries and reported repairs by telephone, text, face to face, self-service portal and other digital communication methods, and inform the customer of the action to be taken, including where necessary offering appointments, or redirecting the customer to the correct person/section.
 - Processing customer alteration requests
 - Process housing applications accurately and in compliance with target timescales
 - Assist in processing voids and relets and ensure accuracy of information within the process
 - Processing mutual exchange applications from application to match with another tenant
 - Administrative tasks relating to the housing register
 - Provide Reception Cover
 - Take ownership of processes and procedures
 - Use initiative to assist with the development of more effective and efficient working practices
 - Supports in the delivery of streamlining the customer resolution approach to ensure efficiency
 - Be proactive in assessing housing information available to provide advice and resolutions for customers
 - Use initiative to assist with the development of more effective and efficient working practices and identify process improvements which will contribute to the success of the business and service area
 - Build excellent working relationships with internal and external stakeholders by providing exceptional support and communication, and maintaining good engagement
 - Be responsible and accountable for your own caseload
 - Support team colleagues with workloads to ensure a high-quality service is always delivered by the whole team
 - Take appropriate action within legislation, policies and procedures
 - Ensure effective tracking of performance against company and service KPIs and action plans
- Help to promote a culture in line with our values:
- Considerate
 - Collaborative

- Ambitious
- Accountable

What you'll bring to the team/role

Skills, knowledge and experience

- Excellent customer service and communication skills
- Ability to prioritise and organise workload to meet deadlines and objectives
- Ability to work on own initiative with the minimum of supervision, but also be an effective team worker
- Ability to effectively communicate and collaborate with a wide range of stakeholders internally and externally
- Knowledge and application of the relevant legislation, policies and procedures
- Ability to apply legislation to specific circumstances
- Experience of analysing data to help make informed decisions
- Experience of using a variety of different systems

Qualifications

- NVQ2 Customer Service or Institute of Customer service communications or solutions is desirable
- Good standard of education (NVQ Level2/GCSE's or equivalent) or relevant exempting experience is essential

It's a bonus if you also bring

- Knowledge and experience of the Housing Sector
- Experience of a Customer Service role
- Experience of working with vulnerable customers and difficult situations