

Customer Service Advisor

Grade

H

Contract Type

Home Worker 2

Customer Service Team Leader



Service Manager – Your Response



Customer Service Advisor

Department

Customer Services → Your Response

Role Overview

Provide an efficient and effective customer contact handling service, ensuring a right first-time approach and caring customer service is delivered on behalf of Your Housing Group; undertake the processing of associated administrative activity ensuring procedure and timescale compliance.

RESPONSIBILITIES

- Provide a customer contact service to customers ensuring KPI's are met and that the service meets the team objectives and work plan.
- Ensure all incoming & outbound contacts are logged on contact management, information is provided and validated, and that assistance is provided in line with a Right First Time approach and resolution is achieved, when possible.
- In response to a complex customer query, where first call resolution is not possible, log the details on contact management and ensure it is passed to the appropriate member of staff or team to allow resolution, ensuring that customer expectations are managed at point of contact.
- Ensure outstanding customer contacts are followed up per procedure, contact management information is up to date and cases are closed on resolution.
- Provide a caring approach that recognises the different customer profiles and deliver the service to the customer in the most appropriate way.
- Follow and play an active role in developing group procedures for all call handling and volume processing.
- Contribute to a working environment where effective relationships are fostered.
- Undertake additional duties appropriate to the role and/or grade.

Our values



Honest & Reliable

We are authentic, open and dependable; and we do what we say we'll do.



Caring

We show kindness and consideration to our customers and each other.



Respectful & Fair

We listen to people, and strive for equity and inclusivity in all that we do.

Creating more places for people to thrive and be recognised as a sector leading landlord

STRENGTHS

- ✓ Strong IT skills
- ✓ Adaptable and responsive to challenging service standards
- ✓ Excellent communication and organisational skills with a strong customer focus

ESSENTIAL REQUIREMENTS

- ✓ GCSE Grade C / 4 English and Maths (or equivalent)
- ✓ Experience in using Microsoft Excel, Outlook and Word
- ✓ Previous Customer Service experience

BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License & use of a vehicle
- ✓ Knowledge of using case management systems
- ✓ Experience of working in a multi-functional contact centre environment