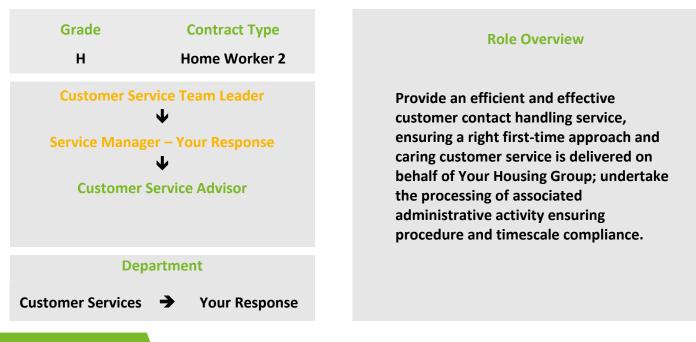


# **Customer Service Advisor**



## 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.



### **STRENGTHS**

- Strong IT skills
- Adaptable and responsive to challenging service standards

#### **ESSENTIAL REQUIREMENTS**

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

### **BENEFICIAL TO THE ROLE**

- Full UK Driving License & use of a vehicle
- Experience of working in a multifunctional contact centre environment

 Excellent communication and organisational skills with a strong customer focus

Previous Customer Service experience

Knowledge of using case management systems

💌 yourhousinggroup.co.uk

(in) your-housing-group

(f) @yourhousing



yourhousinggroup

@Your\_Housing





