

ROLE PROFILE

Customer Resolution Advisor/Officer

Grade

G

Contract Type

Homeworker 1

Customer Resolution Manager



Customer Resolution Team Leader



Customer Resolution A/O



No Direct Reports

Department

Customer Services



**Customer
Resolution Team**

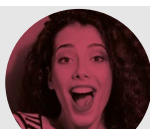
Role Overview

Hands on role working closely with colleagues, and act as a main point of contact for all feedback and complaints for customers. Providing excellent customer service and ensuring all response times are met and recommending service improvements where necessary.

RESPONSIBILITIES

- Responsible for investigating and responding to complaints that have been allocated to you within agreed response times.
- You will prioritise your casework to ensure effective and efficient complaint handling
- Managing email inboxes, responding to customers and other parties by phone, email or letter to help them with issues, and continually delight them with a positive, customer-centric attitude.
- Accountable and empowered to make effective decisions in line with Policy and Process
- Clear and detailed record keeping within CRM Complaints System
- Build relationships with all stakeholders to ensure complaints are fully investigated and the correct resolution is identified and achieved
- Undertake customer surveys to better understand complaints handling performance and to identify trends
- Undertake additional duties appropriate to the role and/or grade.

Our Values & Competencies



PASSION



PRIDE



CREATIVITY



ACCOUNTABILITY

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

STRENGTHS

- ✓ Problem solving and negotiation skills
- ✓ Demonstrable ability to effectively engage with business stakeholders within the organisation
- ✓ Clear and articulate communication skills, both written & verbal
- ✓ Excellent IT skills with proficiency in Microsoft Office
- ✓ Ability to work autonomously with minimal supervision
- ✓ Excellent relationship building skills

ESSENTIAL REQUIREMENTS

- ✓ Experience of working in a regulated organisation and managing complaints investigations is essential
- ✓ Proven experience of complex complaint handling and dispute resolution
- ✓ Experience working with a wide range of stakeholders, (Customers, Repairs teams Customer service teams etc)
- ✓ GCSE Maths and English (or equivalent)

BENEFICIAL TO THE ROLE

- ✓ Experience working with the Housing Ombudsman
- ✓ Social Housing experience