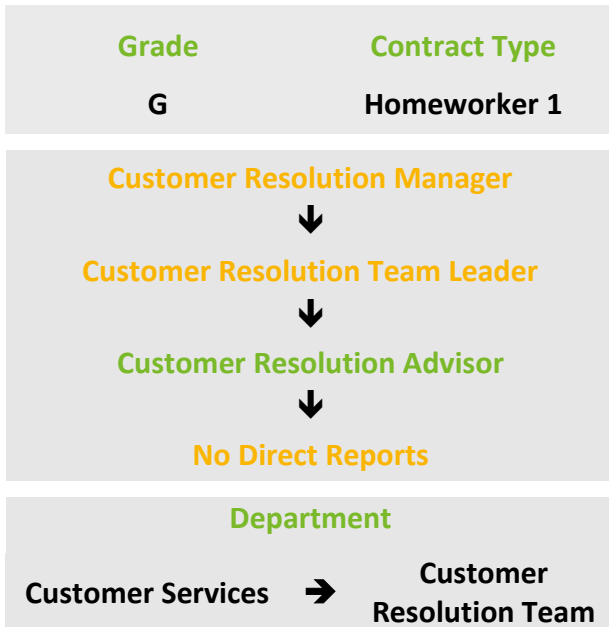


Customer Resolution Advisor



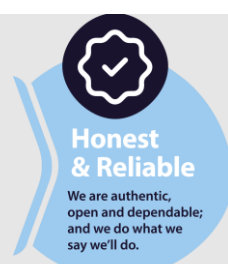
Role Overview

Providing a main point of contact for customers for all complaints and feedback. Liaising with other internal departments to investigate and providing effective resolutions. Delivering 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



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
- ✓ 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 customer service experience through both telephone and email
- ✓ GCSE Maths and English (or equivalent)
- ✓ Excellent IT skills with proficiency in Microsoft Office

BENEFICIAL TO THE ROLE

- ✓ Experienced in complaint handling across all disciplines
- ✓ Knowledge of The Housing Ombudsman Complaints Handling Code
- ✓ Sector recognised training (eg The Housing Ombudsman Service / Trainee Dispute Resolution e-learning)
- ✓ Social Housing experience