

ROLE PROFILE

Job Title:	Reports to:	Department:	Team:	Grade:
Customer Service Advisor - Repairs	Customer Service Team Leader - Repairs	Repairs & Maintenance Centre	Repairs & Maintenance Centre	H

<p>Job Purpose:</p> <p>Provide an efficient and effective customer contact handling service, taking inbound and making outbound calls, ensuring a right first-time approach and caring customer service is delivered; undertake the processing of associated administrative activity ensuring procedure and timescale compliance and adherence to KPI's.</p> <p>Diagnosing repair calls using appropriate software and scripts, scheduling appointments that meet our customers' needs, whilst ensuring maximum efficiency for the company.</p>	<p>Competencies:</p> <ul style="list-style-type: none"> • Passion • Pride • Creativity • Accountability
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Key Responsibilities:

1. Provide an exceptional customer contact service to customers via inbound and outbound telephone calls and through our digital channels, supporting them with repairs and maintenance issues.
2. Triaging the repair on first contact, ensuring the customer receives the appropriate resolution, taking ownership of seeing jobs through to conclusion.
3. Liaise effectively with the Scheduling Team and operations where required to ensure that calls and repairs are adequately managed and customer satisfaction maintained.
4. Contributing to the definition of emergency repair calls and ensuring adherence to this.
5. Use software and scripts to accurately diagnose repair calls, to enable appointments to be made with the appropriate tradesperson for the appropriate amount of time.
6. Taking inbound emergency, day to day and minor repair calls and allocating jobs appropriately to contractors
7. Ensure KPIs are met and that the service meets the team objectives and work plan.
8. Ensure all incoming & outbound contacts are logged on contact management, correct information is provided and/or validated, and that assistance is provided in line with a Right First Time (First Time Fix) approach and resolution is achieved.
9. 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.
10. Ensure outstanding customer contacts are followed up per procedure, contact management information is up to date and cases are closed on resolution.
11. Provide a caring approach that recognises the different customer profiles and deliver the service to the customer in the most appropriate way.
12. Follow and play an active role in continuous improvement of procedures for all call handling and volume processing.
13. Organise tasks efficiently and effectively, liaising with customers, colleagues, other trades and sub-contractors/suppliers as necessary to complete the tasks aiming for First Time Fix.
14. Ensure contribution to a positive working environment.
15. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Using Microsoft Excel, Outlook & Word • Knowledge of using case management systems. • Knowledge of CRM software 	<ul style="list-style-type: none"> • Knowledge of schedules of rates and repairs priorities
Skills	<ul style="list-style-type: none"> • Excellent communication and organisational skills with a strong customer and business focus. • The ability to manage multi-channel contact management (social media, telephony and email) • Strong IT skills. • Adaptable and responsive to challenging service standards 	
Experience	<ul style="list-style-type: none"> • Previous inbound and outbound Customer Service experience 	<ul style="list-style-type: none"> • Experience of working in multi-functional repairs and maintenance contact centre environment • Experience in a specific trade.
Qualifications/Education	<ul style="list-style-type: none"> • GCSE Maths and English (or equivalent) 	

People Management Responsibility?	No line management responsibility
Budgetary Responsibility?	No budgetary responsibility
Key Relationships (internal/external)	Repairs Centre colleagues at all levels, and fix360 colleagues
<p>Safeguarding of Children Young people and Vulnerable Adults</p> <p>Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.</p> <p>As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.</p>	

<p>Key Role Performance Indicators</p> <ol style="list-style-type: none"> 1. Achieve the average handling time (as a minimum), for the Contact centre every month. 2. Achieve a minimum adherence measure of 92% every month 3. Achieve a quality score of 90% on all channels (telephony, email, webchat, SMS). 4. Achieve the contact centre average on Right First Time resolution, minimum 90% 5. Customer Satisfaction score of over 90% for contact handling 6. 100% of contacts recorded accurately on the CRM/Orchard systems 7. 15% Emergency repairs logged via call centre 8. Zero complaints upheld regarding the service you have provided
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Date Role Profile Created/Updated:	April 2020
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