

ROLE PROFILE

Job Title: Customer Service Advisor	Role Reports to: Contact Centre Team Leader	Business Function: Contact Centre – Your Response	Grade: H
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Job Purpose: 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.	Key Competencies: • Flexibility & Resilience • Meeting Customer Needs • Interpersonal Understanding • Results Focus • Problem Solving & Decision Making • Future Focus • Building Relationships
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Key Responsibilities:

1. Provide a customer contact service to customers ensuring KPI's are met and that the service meets the team objectives and work plan.
2. 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.
3. 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.
4. Ensure outstanding customer contacts are followed up per procedure, contact management information is up to date and cases are closed on resolution.
5. Provide a caring approach that recognises the different customer profiles and deliver the service to the customer in the most appropriate way.
6. Follow and play an active role in developing group procedures for all call handling and volume processing.
7. Contribute to a working environment where effective relationships are fostered
8. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	• Experience in using Microsoft Excel, Outlook & Word.	• Knowledge of using case management systems.
Skills	• Excellent communication and organisational skills with a strong customer focus. • Strong IT skills. • Adaptable and responsive to challenging service standards	
Experience	• Previous Customer Service experience	• Experience of working in a multi-functional contact centre environment.
Qualifications/Education	• GCSE Maths and English (or equivalent)	

People Management Responsibility?	No line management responsibility
Budgetary Responsibility?	No budgetary responsibility
Key Relationships (internal/external)	
Safeguarding of Children Young people and Vulnerable Adults 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. 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.	

Key Role Performance Indicators	
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 70% 5. Customer Satisfaction score of over 90% for contact handling 6. 100% of contacts recorded accurately on the CRM/Orchard systems 7. Zero complaints upheld regarding the service you have provided 8. 100% compliance against Gas Risk & Carbon Monoxide procedures as documented in the reference folders	

Date Role Profile Created/Updated:	November 2018
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