

## ROLE PROFILE

<b>Function</b>	<b>Customer Services</b>	
<b>Job Title</b>	<b>Customer Services Co-ordinator</b>	
<b>Grade</b>	<b>C3</b>	
<b>Reporting Lines</b>	<b>Reports to</b>	<b>Customer Care Manager/ Customer Services Manager</b>
	<b>Direct Reports</b>	<b>N/A</b>

### Aim of the role

Supporting developments and providing excellent customer service to our customers, clients, subcontractors, Site Managers and team members.

### Responsibilities and Duties

- To be responsible for ensuring defects are attended to in a reasonable timescale
- Promote client interface e.g. Building Housing Managers and Maintenance Managers relationships
- To promote a culture of cost control and recovery on site through specification of works and adherence to contract charge procedures
- To be an ambassador for the company and attend appropriate corporate and handover events
- Develop new ideas to improve the quality of build and after sales service
- Plan, prioritise and organise workloads on a daily basis
- Conduct handovers (developing a demonstration role), pre-sale and 12 month close of defects inspections on shared ownership and outright sale products
- Specify remedial works, allocate appropriate subcontractors and supervise this up to completion
- Prepare and submit progress reports to the Customer Care Manager
- Maintain accurate audit trails and ensure documentation is filed in an organised manner
- Assess performance and work quality of subcontractors, and report issues to the Customer Care Manager
- Ensure improvement in customer satisfaction ratings
- Ensuring compliance at all times with Health and Safety procedures

### Knowledge Skills and Experience

- Experience in a similar role
- Able to think strategically and coordinate complicated work programmes
- Demonstrate excellent interpersonal skills in dealing with internal and external customers
- Confident and able to demonstrate excellent negotiation skills
- Able to communicate at all levels
- Must be able to stay calm, professional, efficient and display patience when dealing directly with customer complaints
- Recognise the importance of customer service and meet the standards required when dealing with both internal and external customers
- Able to run, organise and prioritise – paying attention to detail in a methodical manner
- Able to evaluate and analyse information in a logical manner
- Good technical knowledge of house building, including electrical, plumbing, and specific understanding of defects and specification of remedial works
- Able to evaluate and assess technical and commercial issues and make informed decisions
- Self-motivated, working as part of a team under own initiative
- Able to motivate both internal and external workforce
- Able to work independently to both commercial and delivery functions ensuring our aftersales service is impartial
- Intermediate skills in Microsoft Excel and Word

Our Values	
<b>Collaborative</b>	<ul style="list-style-type: none"> <li>Act as one team</li> <li>Communicate</li> <li>Assume everyone has the best intentions</li> <li>Find a shared solution</li> </ul>
<b>Trusted</b>	<ul style="list-style-type: none"> <li>This starts at the top</li> <li>Ensure everyone feels valued</li> <li>Say what you mean, do what you say</li> <li>Be open and honest</li> </ul>
<b>Focused</b>	<ul style="list-style-type: none"> <li>Make sure we deliver</li> <li>Be present in the process</li> <li>Be thorough and disciplined</li> <li>Understand the end goal</li> </ul>