**Tilia Homes Ltd - Customer Service Coordinator role**

* 26 days holiday with additional bank holidays;
* Bonus Scheme;
* Holiday Buy Scheme;
* Green Car Scheme;
* Company Pension Scheme;
* Life Assurance;
* Employee discount on a new Tilia home;
* Retail discount portal;
* Employee Assistance Programme;
* 24/7 GP;
* Family friendly policies.

**About The Role**

Tilia Homes has an exciting opportunity for a Customer Services Co-ordinator to join a friendly team within our Eastern Region based from our Bedford Office.  The purpose of the role will include.

* 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 contra charge procedures.
* To be an ambassador for the company and attend appropriate corporate and handover events.
* Support in new ideas to improve the quality of build and after sales service.
* Plan, prioritise and organise workloads daily basis.
* Oversee 12 months close of defects inspections on Housing Association properties.
* Specify remedial works, allocate appropriate subcontractors and supervise this up to completion.
* Submit progress reports to the Senior Coordinator & 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 Senior Coordinator & Customer Care Manager.
* Ensure improvement in customer satisfaction ratings.
* Always ensuring compliance with Health and Safety procedures.

**About You**

* 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.
* 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 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.