

Customer Service Advisor

Directorate Housing

Role profile

Overview	
Role Purpose	To respond to customer enquiries via a variety of customer access channels, including: <ul style="list-style-type: none"> ▪ Telephone ▪ Email ▪ LiveChat ▪ Social media channels
Responsible for	<p>Handling a wide range of housing management and repair enquiries ensuring timely and satisfactory resolution whilst remaining sensitive to customer needs at all times.</p> <p>To deliver a consistent, reliable customer centric service, ensuring value for money and responsive services to all customers of Genesis and to act as a positive role model for all staff.</p>
Reports to	Team Manager
Line management	<ul style="list-style-type: none"> • N/A
Date	April 2019

Role relationships	
Internal	All internal teams
External	Contractors

Role Purpose and Principles
<ul style="list-style-type: none"> • You will be responsible for dealing with high demand customer contacts and enquiries by; telephone, email, web and other social media channels • You will work in a Performance Management driven culture with SMART objectives linked to the overall CSC key performance indicators, customer satisfaction and first contact resolution targets • You will be an ambassador for excellent customer services standards taking ownership for resolving each customer enquiry as per the agreed CSC Service Offer • You will ensure a high-quality service is provided to customers in line with NHG values, behaviours and corporate standards • To act as positive role model for other staff members, and convey the Genesis corporate standards and values at all times • To quickly understand customer requirements and resolve these in an efficient manner and deliver an excellent customer experience

Role Purpose and Principles

The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is reasonably required.

How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Role behaviours

Customer focus	<ul style="list-style-type: none"> • Promote and support a culture of continuous improvement in customer service to achieve excellence • Use feedback from customers to improve services by delivered by your staff • Support your staff to provide proactive customer services • Be prepared to offer support to resolve difficult issues and manage escalated complaints to resolution quickly, learning from the experience. • Promote a culture that balances the needs of the customer with those of the business
Accountability and delivery	<ul style="list-style-type: none"> • Seek and act on feedback to improve your team performance • Effectively performance manage staff to ensure service standards are maintained • Have a clear understanding of the organisation's objectives and how you and your team contribute to meeting them • Be self reliant and maintain high standards of work and behaviour even under pressure
Communication and influencing	<ul style="list-style-type: none"> • Deliver difficult messages clearly and effectively, with respect and sensitivity. • Support and promote the objectives of the NHG operating model to ensure we deliver on the Resident Promise
Commercial Awareness	<ul style="list-style-type: none"> • Promote and performance manage VFM decisions with regards to raising repairs with external contractors

As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.

Essential knowledge, experience and skills

<p>Professional expertise (know how & experience)</p>	<ul style="list-style-type: none"> • Experience of working in a customer service centre environment or similar customer service focussed organisation, interacting with customers to deliver high quality services • Experience of working in a fast paced and high pressure environment • Experience in processing complex customer enquiries and to their satisfactory conclusion using resources available • Experience of dealing with challenging customers • Experience or working within a performance management culture and achieving performance and quality targets • Good general awareness of a Customer Service Centre structures and operating environments • Knowledge and experience of using Customer Relationship Management (CRM) tools to capture customer information and process service requests • Knowledge of Genesis products and services and the sector in which we operate
<p>Skills</p>	<ul style="list-style-type: none"> • Experience in working with all popular Microsoft ICT software packages • Excellent ICT skills • Excellent time management skills • Excellent customer service and service recovery skills • Good keyboard skills with the ability to use multiple systems as part of service delivery • Excellent interpersonal skills • Ability to find solutions to problems • Ability to work flexibly and have an adaptable approach • Ability to deal firmly and diplomatically with a wide range of people and situations
<p>Qualifications and/or professional membership</p>	<ul style="list-style-type: none"> • Educated to GSCE level (or equivalent) or have significant relevant work experience for this role
<h3>Role requirements</h3>	
<p>DBS</p>	<ul style="list-style-type: none"> • Basic Disclosure
<p>Data and information processing</p>	<ul style="list-style-type: none"> • Word • Excel