

# Customer Services Advisor

## Role Profile

<b>Department</b>	Communications and Customer Investment
<b>Reports to</b>	Senior Customer Investment Officer
<b>Direct reports</b>	n/a
<b>Location</b>	Head Office

*No role profile can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those described.*

*All ccha employees are expected to fulfil their role within the bounds of ccha's company policies, procedures, including the code of conduct.*

### Role purpose

To act as first point of contact for customers (residents, staff, contractors, partners, stakeholders, external organisations, members of the public) and provide excellent customer service.

### Accountabilities

#### Reception Duties

- To act as first point of contact for customers & external organisations in person and over the telephone. Ensuring effective and accurate verbal, email and cx system communication, signposting colleagues and external agencies where appropriate.
- Championing the company visions, values and customer service standards.
- Meeting and greeting customers & guests following health and safety checking in procedures.
- To monitor and reply to the 'Customers' email within the 5 day service level agreement, ensuring as much information is provided at the first point of contact, as well as seeking information from teams or passing the email on for a full response.
- To assist with various team mail merges and occasional admin support.
- Responsible for updating and improving the reception job guide and training others on reception duties as and when required.

#### Resident Liaison

- Review the nature of the calls that are coming in to gain an understanding of the issues customers are facing and what is stopping them from receiving an excellent service from ccha.
- Highlight any regular themes / issues customers' are raising and seek to find a solution for being able to address these issues at the first point of contact.
- Identify any additional information or training requirements to improve the first point of contact, giving customers the information they need instead of passing on to teams.
- Identify any issues with being able to pass calls through to teams, looking at certain days and times and specific teams which could identify additional support being required.
- Continually look for new initiatives and information for customers which will improve the reception area and service provided.
- Review the missed calls coming into reception and call back any residents, offering a proactive approach to customer service.

- Identify residents where there is a language barrier and where necessary arrange translator services. Ensure cx is updated accordingly with the communication requirements.
- Provide bank details to residents for payment of rent and keys.
- Assist the income team by taking card payments.
- Assist residents with information regarding rent accounts, send out rent statements and order rent cards
- Effectively deal with difficult and abusive tenants in a calm and professional manner.

### Standard for all roles

- Pro-actively support ccha's business plan and team objectives and strategies.
- To fulfil any delegated responsibilities given around ccha's subsidiary company.
- To manage and respond to complaints using a collaborative and co-operative approach towards resolving them, working with colleagues across teams and departments; taking a collective responsibility for any shortfalls identified through complaints rather than blaming others and acting within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing.

### Additional information

- Working hours to be over 5 days, working 10.30am – 2pm.

### Knowledge, skills, experience, requirements

#### Essential

- Experience of working in a strong customer service setting. (A/ I)
- Experience of working in an administrative role (A/ I)
- Demonstrate commitment to ccha's customers and the communities it serves (A/ I)
- Demonstrate an understanding, and show a sensitive approach to diversity, to all people within and external to ccha (A/ I)
- Commitment to continuing personal development (A/ I)
- Excellent standard of numeracy and literacy (A/ T)
- Able to present information clearly, systematically and accurately (A/ T)
- Ability to use own initiative and communicate decisions (A/ I)
- Good IT knowledge and skills (A/ T)
- Able to work within a strong team environment, covering for others when needed (A/ I)
- Able to plan, organise and manage own workload (A/ I)
- Excellent communication skills (A/ I)

#### Desirable

- Knowledge/ experience within the Housing sector (A/ I)

### ccha Values

<b>Care</b>	<ul style="list-style-type: none"> <li>• Demonstrate commitment to ccha's customers and the communities it serves</li> <li>• Ensure that you treat all residents and colleagues with respect</li> <li>• Embrace working in an environment where individuals take responsibility for their actions and consider how their behaviour impacts the wider team</li> </ul>
<b>Adapt</b>	<ul style="list-style-type: none"> <li>• Commitment to continuing personal development</li> <li>• Ensuring that you keep up to date with all relevant legislation and regulation to deliver a service which continues to demonstrate good practise</li> <li>• Maintain good relationships with all relevant stakeholders to ensure that we are able to respond to the needs of our partners and the community</li> </ul>

<b>Everyone</b>	<ul style="list-style-type: none"><li>• Demonstrate an understanding of, and commitment to Equality, Diversity and Inclusion with respect for all people within and external to ccha</li><li>• Demonstrate good teamwork through supporting colleagues, sharing information, and providing cover as needed</li><li>• Ensure consistency of approach to the services delivered to our residents, colleagues and suppliers ensuring that we comply with our own ccha standards.</li></ul>
<b>Resilience</b>	<ul style="list-style-type: none"><li>• Promoting an open working environment which welcomes healthy debate as a means of improvement whilst maintaining good relationships</li><li>• Having a healthy approach to our communication with our residents and ensuring that we manage and meet their expectations</li><li>• Demonstrate the ability to adapt to difficult situations, remaining solution focused and learning from challenging events</li></ul>

Written by: Customer, Marketing and Sales Manager

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