

**Job Title:** Customer Service Advisor

**Department:** Contact Centre

**Location:** Head Office, Staines – 1 day a week WFH (subject to staffing)

**Reports To:** Customer Service Team Leader

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### **Job Purpose:**

The Repairs/Customer Service Advisor will provide exceptional customer service, managing inbound calls and emails related to repair requests, general housing queries, and tenant welfare, supporting the Care and Support element of the business. This role involves diagnosing repair needs, liaising with contractors, and processing repair-related administrative tasks. The advisor will also assist with out-of-hours queries, raise complaints, and ensure efficient communication across multiple departments to maintain a high standard of service and tenant satisfaction. The role may require the advisor to work independently as the sole point of contact within the contact centre during certain periods.

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### **Key Responsibilities:**

#### **1. Inbound Call Management:**

- Answer inbound calls promptly, providing professional and friendly service.
- Signpost callers to appropriate departments, ensuring queries are resolved efficiently.
- Provide clear and calm communication, especially when dealing with tenants who may have disabilities or specific needs.

#### **2. Repair Diagnosis and Coordination:**

- Diagnose repair needs based on tenant queries, raise repair orders, and provide timely updates.
- Liaise with contractors for job updates, ensure repairs are completed on time, and ensure tenants are updated accordingly.
- Process completion reports/invoices for repairs, raising any follow-up work as necessary.

#### **3. Administrative Support:**

- Handle email correspondence from tenants and other parties, addressing enquiries and processing requests.
- Maintain accurate records of repairs, complaints, and tenant communications on the Pyramid CRM system.
- Ensure accurate documentation of interactions, following up on tasks and ensuring timely resolution.
- Assisting with both inbound and outbound post where required

#### **4. Customer Service and Tenant Welfare:**

- Assist tenants with general housing queries, including rent, maintenance, and other related concerns.
- Respond to care and support enquiries, collaborating with internal teams to ensure tenant welfare, particularly those with disabilities or additional support needs.
- Offer patient, empathetic assistance, adjusting communication to meet the specific needs of tenants.

#### **5. Contractor and Service Management:**

- Manage contractors effectively by tracking repair progress and proactively chasing updates for repairs out of target.
- Inform tenants of any delays or changes in repair schedules, providing clear and timely communication.

#### **6. Out of Hours Support:**

- Provide support with out-of-hours calls and administrative tasks to ensure a 24/7/365 service (within 9am-5pm shift pattern).
- Assist with emergency repairs, following protocol and liaising with relevant departments and contractors.

#### **7. Customer Satisfaction and Complaints Management:**

- Assist with customer satisfaction surveys, collecting feedback to improve services.
- Raise complaints when necessary, passing on details to the complaints team for resolution, ensuring follow-up to maintain high service standards.

#### **8. Data Entry & Record Keeping:**

- Log all calls, repairs, and follow-up actions accurately in the Pyramid CRM system to ensure a clear record of all interactions.
- Utilize Excel for reporting purposes, tracking performance, and analysing data trends related to repairs and customer service.

#### **9. Independent Work Management:**

- Work independently as the sole point of contact within the contact centre during certain shifts or periods.
- Prioritize and manage workload effectively, making decisions autonomously while maintaining service standards.

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#### **Required Skills & Qualifications:**

- **Customer Service Expertise:** Excellent communication skills, both verbal and written, with the ability to handle customer enquiries professionally and empathetically, particularly when supporting tenants with varying levels of need.
- **Problem-Solving:** Ability to assess situations and provide solutions efficiently, particularly in relation to repairs and tenant issues, and when working independently.
- **Attention to Detail:** Ability to manage multiple tasks and ensure accurate logging and processing of information. Precision in managing repair logs, invoices, and complaints is essential.
- **Time Management:** Strong organizational skills with the ability to prioritize tasks in a fast-paced environment. Ability to work independently while ensuring all tasks are completed within deadlines.
- **Technical Knowledge:** Basic knowledge of property maintenance and repair processes is desirable, with a willingness to learn.
- **CRM Systems Proficiency:** Experience with CRM systems (Pyramid or similar) for managing records, logging calls, and updating job statuses. Strong knowledge of Excel to generate reports and manage data effectively.
- **Teamwork & Independent Working:** Ability to collaborate with colleagues across different departments, and the capability to work independently when needed
- **Complaint Handling:** Experience in dealing with complaints, escalating issues as necessary, and providing timely resolutions while maintaining a professional and patient demeanour.
- **Multitasking Ability:** Capable of managing inbound calls, emails, and administrative tasks simultaneously while maintaining high service standards.
- **Flexibility:** Willingness to support out-of-hours services, ensuring continuous tenant support, including during weekends or holiday periods if necessary.
- **IT Skills:** Proficiency in using standard office software (Microsoft Office Suite, email systems) and the ability to quickly learn new software tools. Advanced Excel skills for managing data and generating reports.
- **Empathy & Tenant-Focused:** A caring approach with the ability to support tenants and provide a high level of service to meet their needs, especially for those with disabilities or requiring additional support.
- **Patience and Understanding:** Ability to demonstrate a patient and understanding manner when communicating with tenants, especially those with varying disabilities and needs.

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#### **Desirable Qualifications:**

- **Experience working in a housing or property maintenance role.**
- **Familiarity with housing policies, repairs, and property management systems.**

- **Relevant certifications or training in customer service, repairs, or housing management.**
- **Experience with working in contact centres or similar fast-paced environments.**
- **Training or certification in disability awareness or supporting vulnerable tenants.**