One Vision Housing

Job description

Our vision: To provide high quality, affordable homes in thriving communities where people have a sense of pride and place.
Directorate: Customers and Neighbourhoods
Team: Customer Access
Job title: Customer Service Advisor
Responsible to: Customer Service Centre Team Leader
Responsible for: N/A

1	**Job purpose**
1.1	To provide first point of resolution to customers.
2	**Key objectives**
2.1	To resolve all face to face, telephone, electronic, letter, text customer enquiries. Taking a proactive approach to customer care, ensuring high customer satisfaction.
2.2	To achieve individual / team performance indicators and service delivery plan. Performance assessment utilising quality monitoring, 1-2-1's, appraisals, and team meetings
2.3	To work flexibly across all customer access points, delivering business requirements
2.4	Outgoing customer engagement for all service areas. Including low level rent arrears, surveys arranging appointments, customer involvement / welfare, housing register.
2.5	To manage the housing register, applications, medical assessment, nominations, assisted bidding, advice, and verification
2.6	To proficiently use all ICT systems, ensuring all customers interactions are captured and correctly processed.
2.7	To work in partnership with internal / external service areas, and agencies to achieve high customer satisfaction.
2.8	To provide general administrative functions.
2.9	To provide cover for Customer Access / Service Centre's Team Leader to ensure the day to day management of the Customer Service Centre, including organising and arranging for handling

	of peaks and troughs in call demands and workloads by assisting with the preparation of the rotas when required.
2.10	To investigate and resolve customer complaints and handle complex or escalated enquires, acting as point of reference for difficult calls or interviews.
2.11	To work on specified Customer Service Projects as and when required including co-ordinating surveys and outbound consultation programmes.
2.12	To act as a service specific champion to ensure provision of high quality customer services, across a specific area of the business and promoting excellent Customer Services both internally and externally.
2.13	Be actively involved with the Association's resident involvement and customer involvement initiatives
2.14	To meet appraisal targets and support the delivery and achievement of overall business objectives
2.15	To develop One Vision Housing's commitment to equality and diversity and to promote non discriminatory practices in all aspects of work undertaken
2.16	To adhere with section 7 of the Health and Safety at Work Act to take reasonable care of own health and safety and that of others who may be affected by their acts and omissions.
2.17	(This job description is not intended to be an exhaustive list but to indicate the main responsibilities of the post. It will be reviewed periodically to take into account changes and developments in service requirements