Job Description

Customer Service Assistant

All criteria are <u>Essential</u> unless indicated otherwise

Reports to: Senior Customer Service officer

Responsible for: n/a

Overall Job Purpose:
Assist with the provision of a high-quality customer service to Barcud's tenants that enables Barcud to meet its business objectives and the needs of its external customers.

Key Responsibilities –

Customer Service:

- Provide a high-quality, customer focused service to tenants.
- Be the first point of contact for tenant and stakeholder enquires, answering enquiries and directing tenants to other colleagues as and when appropriate.
- Ensure that repairs are ordered and processed in a timely manner, reporting back where there is a consistent issue with the delivery of repairs.
- Operate both the reception and telephone services for tenants and other stakeholders, greeting any tenants and visitors in a friendly, professional and welcoming manner.
- Work collaboratively across the organisation to ensure tenants enquiries are successfully and swiftly answered.
- Refer tenants to external stakeholders, including Local Authorities, when appropriate.
- Input data and records relating to customer service and repairs in Barcud's databases.
- Be responsible for receiving rent over the phone and in person as well as the administration for various methods of income including direct debits, payments cards and payment arrangements.
- Record any informal complaints and compliments, distributing these to relevant teams / functions at Barcud.
- Sort and distribute incoming mail.
- Respond to the 'web chat' function on the website as appropriate and respond to any enquiries lodged when web chat is unavailable.
- Provide administrative back up as needed.
- Assist with any tenant profiling exercises.
- Assist with any other customer service matters.

- Deputise for the Senior Customer Services Officer when required.

People:

- Promote a high-performance culture that drives continuous improvement and efficiencies.
- Communicating the priorities, plans, vision and objectives of the Association to ensure effective delivery to the agreed service standards and targets.

Corporate

- Promote, develop and manage effective partnerships with internal and external stakeholders to achieve continuous improvement in the provision of services.
- Promote Health and Wellbeing initiatives throughout the organisation.
- Provide excellent customer service to all internal and external customers.
- Work within the Association's equality, diversity and inclusion policies at all times and in all aspects of service delivery and employment.
- Ensure that the Association and its employees comply with all legal, statutory and regulatory requirements along with best practice.
- In all aspects of the Association's work, to promote effective communications, excellence in customer service, and a focus on continuous improvement.
- Carry out such other duties and responsibilities as may reasonably be requested.

This job description is not intended to be an exhaustive list and in view of changing demands, legislation, and regulations, the duties may be reviewed and revised as deemed reasonable and appropriate.

Personal Specification

Customer Services Assistant

This person specification details the experience and skills for the position of Customer Services Assistant at Barcud. All skills and experience are essential except where explicitly indicated to be desirable (D).

Qualifications

- Educated to GCSE level, including English Language.
- Evidence of proactive professional development. (D)

Experience

- Experience in a customer-facing role.
- Providing Customer Services on the telephone and in person.
- Taking payments over the phone.
- Maintaining records on customer-facing services.
- Public sector, Housing Association, third sector or other relevant . (D)

Skills / Knowledge

- Knowledge of databases and ability to keep systems and records up to date.
- Friendly, professional and welcoming manner.
- Welsh (ALTE Level 3) and English speaker.
- A strong commitment to a people focused culture.
- Ability to promote equality and diversity in all aspects of employment and service delivery.
- Sound numerical, reasoning and written communication skills.
- Ability to manage, develop and implement processes, procedures and systems relating to tenancy management, sustainment and income.
- Ability to use mail merge for large mail runs.
- Able to set appropriate and challenging performance targets for self.

I have read, understood and agree to the above job description and person specification

Name…….

Signature……

Date……