

# Customer Service Advisor(Housing)

Don't just find a job. Feel it.



As part of our housing team, you'll use your knowledge, technical expertise and enthusiasm to deliver a superstar service to our customers and drive the highest levels of satisfaction.

## Connect with what you'll do

### In the role you'll:

- ▶ Resolve customer queries, owning queries from start to finish across all channels: phone, email, webform, face-to-face, and social media.
- ▶ Support customers to access our online services.
- ▶ Investigate and resolve customer queries by providing advice and guidance on a range of issues, making referrals and signposting.
- ▶ Take initial reports of anti-social behaviour, gather evidence, and make appropriate decisions on next steps.
- ▶ Answer tenancy management-related customer queries.
- ▶ Own your performance with strong case management.
- ▶ Support the housing team by writing to customers about related services and issues.
- ▶ Work with third parties to resolve queries to get the best outcome for the customer.
- ▶ Suggest service improvements to resolve cases and improve customer service.
- ▶ Build a detailed understanding of housing and handling contact.
- ▶ Support other areas with handling phone contact when required.
- ▶ Support with general process housing related administrative tasks including new and expired third party authorisations.
- ▶ Being flexible and supportive by working closely to cover other customer service teams across the business
- ▶ Carry out any other reasonable duties to deliver great service.

## Connect with how you'll do it

### We're looking for someone with experience of:

- ▶ Delivering first-class customer service, preferably in housing or repairs.
- ▶ Using MS office including Word and Excel

### It'd blow us away if you had:

- ▶ Experience of using Microsoft Dynamics 365

### The key behaviours we expect in the role include:

- ▶ Role modelling our values: we know our stuff / we make it happen / we care.
- ▶ Demonstrate inclusive behaviours, respecting and embracing difference and listening to other people's unique perspective.
- ▶ Communicate passionately and authentically across different channels, adapting your style and methods to meet the needs of a diverse range of customers and colleagues.
- ▶ Being digitally savvy, learning our systems quickly and using them to deliver an amazing customer experience.
- ▶ Communicating clearly, concisely, and thoughtfully both verbally and in writing.
- ▶ Working in an organised, methodical way with excellent accuracy and attention to detail.
- ▶ Making wise decisions and solving problems without overcomplicating things, understanding the needs of customers and the different tenures.
- ▶ Championing collaborative working across the organisation.
- ▶ Building trust by doing what you say you will.
- ▶ Holding your hands up if you make a mistake and quickly re-focus to put things right.
- ▶ Seizing opportunities by being brave and stepping outside of your comfort zone.
- ▶ Demonstrating a good understanding of GDPR and data requests.