



Job description

Job title:	Customer Service Advisor
Responsible to:	Customer Service Team Leader
Purpose of the post:	The Customer Service Advisor will provide a high quality and comprehensive service, ensuring a consistently high level of response for customers, which meets both external and internal customer needs with the aim of providing a first point resolution.

Key areas of responsibility:

Customer Service

1. Provide an excellent first point contact for all customers of Hastoe (with a commitment to both internal and external customers).
2. Respond to enquiries from customers through a variety of means (Email, Telephone, CRM Tasks, Office visits etc) with empathy and professionalism, aiming to provide resolution at the first opportunity.
3. Providing customer service and information in relation to:
 - All repair enquiries
 - All other Housing enquiries
 - Neighbourhood dispute and management
 - Arrears and rent queries
 - Promote Direct Debit and increase revenue
 - Resident and community involvement
 - Hastoe policies and procedures
 - Development Schemes
 - Shared Ownership
 - Complaints
 - MyHastoe (portal)
 - Out of Hours repairs
4. Take personal ownership and responsibility for going the extra mile to ensure issues are promptly and effectively resolved.



5. Where a matter cannot be resolved immediately, take personal responsibility for ensuring it is progressed as swiftly as possible and that the customer is regularly informed of progress.

Property Services

1. Understand Hastoe's liabilities for repairs as they apply to different tenures and clearly communicate this to the customer.
2. Ask relevant questions and use Keyfax to ensure the correct diagnosis of repair and an approximate timescale for work to be completed.
3. Assess whether rechargeable repairs works could be the tenant's responsibility, entering into repayment agreements as required before authorising work.
4. Notify developers of defect issues within new properties and liaise with the Development team, where necessary.
5. Ensure appropriate referrals are made to Asset Management team(s) and then are monitored appropriately.
6. Give constructive feedback to contractors to help them to improve their service delivery, with the overall goal of improving the number of repairs completed on first visit.
7. Advise customers where Hastoe are not responsible for the repair.

Housing Management

1. Understand the boundaries between Hastoe and Local Authority responsibilities towards our tenants and the different responsibilities according to tenure, clearly articulating this to tenants where necessary.
2. Take first reports of nuisance and anti-social behaviour and process in accordance with procedures, asking questions to clarify information and ensuring accurate information is recorded.
3. Sensitively and sympathetically advise residents reporting harassment/domestic violence adhering to the relevant procedures.



4. Give helpful advice to people wanting to move home (e.g. transfer opportunities, shared ownership and other home ownership options).
5. Give helpful and timely advice and assistance to tenants about their rent accounts and payment methods assistance and the welfare benefits available.
6. Signpost customers to other service providers as required.

General

1. Maintain clear, accurate data through Active H to support all aspects of the team's work.
2. Conduct regular customer surveys and act on feedback including complaints.
3. Maintain a safe, efficient and tidy work environment.
4. Promote and observe the Association's key corporate policies at all times (e.g. our values, equal opportunities, equality and diversity, resident involvement, confidentiality, Code of Conduct, health & safety, customer care, Investors in People and Communities).
5. Become a Brand Ambassador by promoting a positive and professional image of Hastoe in all dealings with customers and external agencies and promote corporate objectives.
6. Complaints Triage; finding background information on a complaint and understand if Hastoe has failed its services.
7. Manage the incoming post for the business and distribute this to the relevant person or department.
8. Any other duties in line with the above as required by the Customer Service Team Leader.

**Organisational responsibilities:**

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
2. Act at all times within the Hastoe Group's Policies, Procedures, Standing Orders and Financial & System Regulations.
3. Participate in agreed internal and external training and events.
4. Carry out other duties as may be reasonably assigned from time to time.

This job description is an accurate reflection of the duties of the post at the time of writing but may be changed from time to time to meet the changing requirements of Hastoe.



Person specification

Attributes	Essential	Desirable
Education and Training	<ul style="list-style-type: none">• GCSE Grade C or above in English and Mathematics (or equivalent).	
Skills and Experience	<ul style="list-style-type: none">• Experience in delivering excellent customer service.• An understanding of equalities and diversity issues and how they can impact on the job role.• Intermediate use of Microsoft office packages including Outlook, Word & Excel.	<ul style="list-style-type: none">• Previous experience in a busy contact centre environment.
Personal Attributes	<ul style="list-style-type: none">• Customer Orientation - Enthusiasm and energy to address customer enquiries and service requests demonstrating a desire to achieve excellent outcomes on every occasion.• Communication - The ability to communicate clearly and effectively within a contact centre or service environment using a range of communication methods• Team Working - Ability to work constructively as part of a team, demonstrating commitment to team goals and values.• Personal Effectiveness - Awareness of own development needs and a desire to improve your professional skill set.• Results Focused - A professional and positive approach that is focused on outcomes as well as inputs and understands the impact on Hastoe's business goals.	