

JOB DESCRIPTION

Job Title: Customer Support Assistant

Department: Property

Reporting to: Team Leader Property Maintenance

Responsible for: NA

Contractual office base: Pendrill Court

Job role type: Office based/Hybrid

Main Job Function:

To provide an effective and high-quality customer support service for tenants

Main Duties:

Customer Focus

- To provide a helpful, friendly and efficient customer support service to all stakeholders, responding to queries or passing them on as appropriate, but taking ownership of all issues raised.
- Update customers on the status of their repair or improvement
- Contact customers and manage expectations when repairs or improvements are delayed.
- Ensure the outcome of maintenance visits are followed up in writing
- Communicate effectively with customers using a variety of methods
- Carry out telephone satisfaction surveys

Contractor Focus

- Liaise with contractors on jobs where work or documents are outstanding to secure required information and outcome
- Support contractors with access to properties through liaison with tenants and carers

Administration

- To add all details of calls and correspondence to relevant systems
- To support the wider team with administration tasks as required.
- Provide timely and effective reports to managers and others as requested.

Safeguarding

- To safeguard the health, well-being, and safety of the customers we work with, some of whom may be classed as vulnerable people or adults at risk. In the event of a risk to a customer becoming apparent or if concerns arise about a vulnerable person's welfare, to immediately report these concerns in line with the appropriate policy and procedure.

Health and Safety

- Work within the organisations Health and Safety policies and procedures
- Be responsible for your own safety reporting any accidents or near misses to your Line Manager
- Highlight any concerns over equipment, processes or activities whether in house or by contractors or others to your Line Manager
- When working in an office report any defects to your Line Manager
- Report any safeguarding concerns to your Line Manager

In addition to these responsibilities, employees are required to carry out such other duties as may reasonably be required

Date of Description: October 2023

Job Description Ref: Customer Support Assistant

Prepared by: Senior Business Manager - Property

Person Specification

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|---|----------------------------|
| Job Title: Customer Support Assistant | Essential/Desirable |
| Skills | |
| Ability to effectively communicate verbally and in writing to a range of stakeholders | Essential |
| Excellent organisational and workload management skills | Essential |
| Ability to work pro-actively as part of a team and using own initiative | Essential |
| Ability to proficiently use Microsoft Office Suite | Essential |
| Knowledge | |
| An understanding of social housing and maintenance issues | Desirable |
| Experience: | |
| Experience of supporting a diverse range of customers | Essential |
| Proven track record of delivering customer focused services | Essential |
| Experience of using Omniledger Pyramid housing management system | Desirable |
| Other requirements of the role | |
| A personal affinity with the values of The Papworth Trust, and a commitment to the strategic outcomes of the charity. | Essential |
| Ability to travel to other services and locations as required | Essential |

Please note a Disclosure and Barring Service (DBS) Basic Check is required for this role.