

Job Code: 158 **Customer Care Operative**

Reporting to: Customer Care Manager

Purpose: To carry out responsive maintenance during maintenance period on new build properties in London, Greater London, M25 area and Hampshire.

Achieving Results

To provide a first class maintenance service to residents' properties by ensuring exemplary work and by providing excellent customer service at all times.

Managing the Process

- To liaise with occupant and carry out effective back up cover to subcontractors
- To limit the extent of damage by making safe in the event of emergency works.
- To be responsible for health and safety to both operative and the occupants of the property.
- To finalise the completion of defects liability works where the subcontractor fails his obligations or any material faults.

Serving the Customer (Internal & External)

- Developing relationship with purchaser to identify areas of improvement and design out, in order to maintain a customer friendly company.

Delivering Quality

- Provide monthly report of defects found at home demonstration handover and courtesy call.

Technical Skills and Knowledge

	Basic	Intermediate	Advanced
General knowledge of construction			
Knowledge and competency in all areas of general maintenance and DIY			
Knowledge of NHBC requirements			
Knowledge of health and safety			
Understanding structural principals			
Knowledge of good trade practice			
Knowledge of environmental regulations			