

Job Code: 158

Customer Care Operative

Reporting to:

Customer Care Manager/Designated staff

Purpose:

To carry out responsive maintenance during maintenance period.

Achieving Results

- Attend to defects reported within the warranty period of purchasers and clients
- Work to be completed to an excellent standard
- To achieve customer satisfaction when completing defects

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.
- Health and Safety - All employees have a statutory duty to look after their own safety and to give due consideration for the safety of others. Employees also have specific responsibilities as set out in the Company Health and Safety Policy.
- Equality & Diversity - All employees must comply with the Company Equality and Diversity Policy, ensuring that at all times behaviour is fair and non-discriminatory.

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

- To complete Q020 Corrective Action Report forms to communicate and feedback to identify re-occurring defects and product improvement.

Technical Skills and Knowledge

| | Basic | Intermediate | Advanced |
|-------------------------------------|-------|--------------|----------|
| General knowledge of construction | | | |
| Knowledge of NHBC requirements | | | |
| Knowledge of health and safety | | | |
| Understanding structural principals | | | |
| Knowledge of good trade practice | | | |

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| Knowledge of environmental regulations | | | |
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Training Matrix

A training matrix for this role, which includes all the compulsory training which is required, is published on the People Development site in INSITE. Full course descriptions explaining the content of these courses are also available on INSITE.