

**Job Code: 160**      **Customer Care Administrator**

**Reporting to:**      Customer Care Manager

**Purpose:**      To assist the customer service team in the rectification of defects post handover. Delivering a quality customer service to our client and customer base.

#### **Achieving Results**

- Liaise with customers on the reporting of defects
- Assist in organising and co-ordinating the direct maintenance operatives
- Work closely with external contractors and suppliers
- Assist in managing defects to an effective resolution
- Work within the team to maintain a high standard of customer satisfaction results

#### **Managing the Process**

- Take telephone calls from our clients and customers reporting defects
- Liaise with our contractors in getting defects completed within the given priorities
- Keep customers informed until the defects are resolved and book appointments
- Raise work schedules on our COINS system
- Liaise with the Customer Services Manager
- Maintain the individual development files
- Update and maintain the Customer Journey Tracker
- Update and maintain the invoice schedule
- Update and maintain the out of hours schedule

#### **Serving the Customer (Internal & External)**

- Develop relationships with our clients and customers
- Provide feedback on defects to the Customer Services Manager and interdepartmental when required

#### **Delivering Quality**

- Managing effective resolution of defects to the customers satisfaction

#### **Technical Skills and Knowledge**

	<b>Basic</b>	<b>Intermediate</b>	<b>Advanced</b>
Good communication skills and telephone manner			
Attention to detail and organisational skills			

Use of IT packages			
Knowledge of the construction industry			
Knowledge and understanding of construction materials and techniques			
Microsoft Word			
Microsoft Outlook			
Microsoft Excel			
Microsoft Powerpoint			

**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.

Job Title: Customer Care Administrator	Region: London
Completed by: Annabelle Murray	Date: 11 February 2014

**ATTRIBUTES**

1) ATTAINMENTS

e.g. Education  
Professional  
Qualifications  
Job Training  
.....  
.....

2) JOB EXPERIENCE

e.g. Refurb/New Build  
Profitability  
.....  
.....

3) ABILITIES

e.g. Customer focus  
Decision making  
Communication skills  
Leadership  
Technical Skills &  
Knowledge  
(From Job profile)  
.....  
.....

4) DISPOSITION

e.g. Power of persuasion  
Working under pressure  
Relationships with others  
Self-confidence  
.....  
.....

5) CIRCUMSTANCES

e.g. Home Location  
Driving Licence  
Work permit  
.....

<u>ESSENTIAL</u>	<u>DESIRABLE</u>	<u>HOW ASSESSED</u>
Good use of English language IT skills basic (excel & word)	IT skills advanced (excel & word)	Application Form Interview Other Interview  Test
	Previous administration role Previous customer service role	Application Form Application Form
Good communication skills Good organisational skills		Interview Interview
Ability to work under pressure and to deadlines		Application Form / Interview

