

Customer Care Coordinator – Job Description

Job Title: Customer Care Coordinator

Reports to: Head of Customer Care

Job Purpose: To deliver a high level of customer service to our client and customer base, through effective coordination of contractors and prompt resolution of defects post handover.

Key Responsibilities:

- Efficiently logging defects on the Customer Care IT system
- Respond to all incoming telephone/emails and letters proactively and in accordance with NHBC Buildmark warranty terms
- Coordinate works to ensure prompt resolution of defects
- Organise works for directly employed Customer Care Operatives
- Liaise with contractors to arrange appointments and promptly resolve defects
- Order materials from external suppliers
- Liaise with Site Teams on live sites for handover of plots
- Arrange inspections for Customer Care Managers where required
- Liaise with internal Technical and Commercial teams where required to assist in resolving defects
- Liaise with development Surveyor to ensure all defects are resolved in a cost effective manner
- Provide administrative support to the Customer Care department
- Update weekly and monthly reports
- Administer post completion welcome to customers
- Cover colleague's workload during holidays and absence
- Cover reception lunch breaks when required
- Attend site meetings as required

Skills Required:

- Experience of working in a secretarial/administrative role
- Previous experience in a demanding fast paced customer service environment, preferably within new build sector
- Excellent English communication skills, both written and verbal
- Intermediate to advanced level of proficiency with MS Office programs
- A strong team player with ability to multi-task and work efficiently under pressure
- A professional, assertive and proactive individual, with an ability to influence others and be resilient to challenging Customer demands
- Self-discipline with excellent time management skills and the ability to coordinate a number of priorities

