

**Job Code: 158**      **Customer Care Co-ordinator**

**Reporting to:**      Customer Care Manager

**Purpose:**      To manage and deliver the administration process relevant to post contract/handover services to Client/Purchasers for the completion of defects and release of retentions as appropriate.

### **Achieving Results**

- Achieve customer satisfaction - ensuring feedback is given to the customer and works are completed within timescale agreed.
- Oversee the performance of subcontractors/suppliers.
- Manage effective and efficient resolution of defects and complaints.

### **Managing the Process**

- Organise the Customer Care Operatives daily diary, including coordinating works to Open Market and Housing Association properties as and when required.
- Liaise and organise subcontractors/suppliers works.
- Log and respond to all correspondence that comes into the Customer Care department by phone, letter, email and fax.
- Responsible for responding to incoming switchboard and freephone calls in a timely manner to the Customer Care department.
- Be responsible for the Customer Care telephone system including any relevant recorded messages.
- Set up new sites and plots on COINS database.
- Record all reported defects onto COINS database and continuously update records/files including registration of new completions, scan documents in line with LIBMS filing system.
- Create and make up new plot files on central system and archive plot files when contract is completed.
- Obtain and authorise quotes for remedial works, raise subcontractor orders/site instructions via QS, material/plant requisitions and sign off invoices when line manager is not available (subject to authorisation).
- Attend Customer Care Team Meetings to report on progress on day to day issues and provide monthly report on DLP schedules in order to close off contracts and secure release of MGD certificate and retentions.
- Provide relevant updates/reports to other departments as required.

- Deal with NHBC claims, arrange for works to be completed and all relevant paperwork.
- Overseeing logging of out of hours calls received via SitexOrbis which are collated first thing every morning and telephone contact made with each customer/resident.
- Updating of CRM system for new and ongoing issues on a weekly basis.
- Obtaining and maintaining schedule of emergency out of hours contacts for Manager.
- 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)**

- Develop relationships with the customer to identify areas for improvement in order to maintain a customer friendly company.
- Develop relationships with subcontractors/suppliers to secure timely remedial action following purchaser issues.
- Develop relationships with internal departments and provide or obtain relevant information to resolve issues.

#### **Delivering Quality**

- Represent the company in a professional manner.
- Comply with LIBMS.
- Manage administration of Customer Care Operatives and Subcontractors/Suppliers.

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

	<b>Basic</b>	<b>Intermediate</b>	<b>Advanced</b>
Able to work under own initiative			
Essential communication skills and telephone manner			
Understanding of COINS database			
Knowledge and understanding of responsibility for defects			
Microsoft Word/Excel			

## 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.

