**Job Code: 161 Customer Care Administrator - Supervisor**

**Reporting to:**  Customer Care Manager

**Purpose:** To manage and deliver the support to post contract to Client/Purchasers for the completion of defects and to act as a team leader to the administrators.

**Achieving Results**

* Achieve customer satisfaction - ensuring feedback is given to the customer and works are completed within timescales agreed.
* Oversee the performance of subcontractors/suppliers.
* Manage effective and efficient resolution of defects.
* Maintain our reputation of a customer friendly company.
* Manage the Customer Care Administrators dealing with enquiries

**Managing the Process**

* To assist and oversee the Customer Care Administrators in the following:
* Assist in the organisation of the Customer Care Operatives daily diaries, including coordinating works to Open Market and Housing Association customers whilst liaising with the Customer Care Manager.
* Log all correspondence that comes into the Customer Care Department by phone, letter, email and fax onto CRM.
* Assist in responding to all correspondence that comes into the Customer Care Department by phone, letter, email and fax. All correspondence should be acknowledged same day if received during the week.
* Answer incoming calls into the Customer Care Department in a timely manner – within 3 rings.
* General office administration duties i.e. letters, scanning, printing, filing and binding of documents when required.
* Reviewing of emails on a daily basis.
* Be responsible for the Customer Care telephone system including any relevant recorded messages.
* Produce The Handover Documentation Folders when required including making up key fobs etc.
* Set up new sites and plots on CRM database including inputting customer data i.e. telephone numbers, email etc.
* Record all reported defects onto CRM database and update the system when appointments are booked.
* Update plot records/files including registration of new completions, scan documents in line with LIMS filing system.
* Issue informative defect sheets to operatives and sub-contractors with realistic timescales via email to keep a record.
* Job sheets for operatives are to be typed and printed. Each job sheet for the week ahead is to be placed into their trays ready for their collection on a Friday PM additionally the booked jobs are to be entered into their dairies.
* Create and make up new plot files on central system and archive plot files when contract is completed when required.
* 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.
* Log any out of hours calls received via Orbis onto CRM. Telephone contact is to be made with each customer/resident to confirm works have been complete or are booked in.
* Any other tasks as directed.
* 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)**

* Deliver a professional service to all customers at all times.
* Build rapports with the customers to identify areas for improvement in order to maintain a customer friendly company.
* Develop relationships with subcontractors/suppliers to secure timely remedial action following reported defects.
* Develop relationships with internal departments and provide or obtain relevant information to resolve issues using your own initiative.

**Delivering Quality**

* Represent the company in a professional manner at all times.
* Comply with LIMS.

**Technical Skills and Knowledge**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Basic** | **Intermediate** | **Advanced** |
| Able to work under own initiative |  |  |  |
| Essential communication skills and telephone manner |  |  |  |
| Understanding of CRM 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.

Name of Mentor Appointed by Customer Care Manager \_\_\_\_\_\_\_\_\_\_\_

* PAVES – 2 years review
* Home Demonstration and Consumer Code – within 6 months 5 year
* Customer Journey Training – within 6 months
* CRM – Customer Relationship Manager
* ELearning: HR, Sustainability Awareness, Sharps Awareness, Manual Handling, Fire Awareness, Customer Care & Mental Health (Considerate Constructors) – Within 6 months
* Project Plus – overview on induction, followed by job specific detailed briefing
* LIMS Procedures and Standard LIMS Forms Briefing
* Business Policies and TILES
* Diversity in The Workplace – within 6 months/Year
* Lone Worker – Susie Lamplugh Training