

# LOVELL

## Customer Care Manager - Job Description

Job Title: Customer Care Manager

Reports to: Head of Customer Care & Quality Control

Job Purpose: To maintain high standards and deliver continuous improvement in the Lovell customer experience, through effective management and motivation of the Customer Care Coordinators and Operatives.

Responsible for: Customer Care Coordinators and Customer Care Operatives

### Key Responsibilities:

- Increase NHBC Customer Satisfaction to ensure Lovell achieve 5\* builder status
- Visit customers at their homes to carry out defect inspections in line with NHBC guidelines
- Instruct contractors to carry out project works (key defects) and monitor cost recovery
- Instruct and liaise with CC Operatives, contractors and suppliers to monitor and progress defect resolution
- Attend End of Defect inspections with client and agree validity; monitor closure to recover retention within one month of inspection
- Liaise with QS to ensure contra charging is enforced and costs recovered where possible
- Feedback on design/specification trends to allow for future improvements
- Carry out Home Demonstrations for new customers prior to their legal completion date alongside the site and sales team when required
- Understand Service Level Agreements throughout business and highlight circumstance with HoCC where these fall short
- Build thorough knowledge of Lovell house types and construction processes
- Be first escalation point for customer complaints and resolve wherever possible without need to escalate further
- Be available to Out of Hours team should an escalation require Lovell assistance
- Liaise with Health & Safety team to ensure all processes and training is kept up to date

### Skills Required:

- Confident communicator (both verbal and written) with ability to interact at all levels including customers, contractors, senior management and board level directors
- Proven construction technical knowledge and/or background
- Proactive, hands on approach
- Ability to make decisions for the wellbeing of the customer whilst protecting the business
- Man management experience
- CSCS Card