

Relationship Advisor (Customer Service Agent)

Reports to: Relationship Team Leader

Responsible for: No Direct Reports

We want to be the best and we know that it will take certain people to get us there. Our approach is to focus on having dedicated, empowered staff who co-ordinate and take ownership for specific functions within their team (or stem). From diagnosing and raising repairs, taking rent payments or managing reports of ASB through to helping colleagues to improve services within the overall pod, this is a team that specialises in helping people. We aim to engage with our customers in ways that suit them, whether it's face to face, telephone, email, via our website, social media or smart phones and mobile apps.

Customer Service Agents are trusted to achieve their goals as a team and are not just managed as individuals. For this stem to be successful we need people with drive and enthusiasm, who know their strengths and can take advantage of them in the relentless pursuit of complete customer satisfaction.

What we need you to do:

- Be a valued member of our Relationship Pod, providing an approachable and knowledgeable inbound service to our customers through all channels
- Challenge and improve the team's policies and procedures to ensure they are customer focussed and allow us to create and maintain fantastic relationships with our customers
- Make sure that our tenants and leaseholders inspire the design, delivery and outcome of everything we do
- Help to ensure our vision and values influence every aspect of our business
- Be a champion for our customers and your colleagues by taking responsibility for specific functions within the stem (for example – Repairs, Income, ASB, Rota's, Reporting etc.)

What you will be responsible for:

- Being the friendly face, welcoming voice and reliable character during every interaction; managing repair requests, ASB reports, taking payments and more
- Taking ownership and responsibility to resolve all types of enquiries to your customer's satisfaction, including answering calls, emails, face to face enquiries as well as newer access channels such as social media, smart phone apps etc.
- In a typical day, dealing with approximately 50 customer interactions.
- Being flexible and responding to the organisation's needs
- Working with staff from within your stem, the wider relationship pod, and all other areas to focus on getting the right solution first time for our customers
- Using IT to manage your time and availability, support your team and to communicate in an honest, open and effective way

- Being hot on how we update and manage customer records to provide low effort, but high satisfaction experiences for our customers
- Being the 'fountain of all knowledge' for our customers to fully resolve enquiries, taking ownership of your own learning, development and areas of responsibility
- Supporting your colleagues by co-ordinating work and managing demand
- Creating and reviewing procedures for how you and your colleagues work, resolving issues as a team so that we can continually learn and improve
- Managing and manipulating spreadsheets and computer systems to help record, monitor, report and address performance within the relationship stem

Where you have come from:

- Some previous experience of working in social housing with knowledge about repairs or housing would be beneficial, but it's secondary to being an all-round fantastic person with a track record for delivering amazing customer service
- An environment where you showed your ability to create brilliant working relationships which made a difference in building trust and respect
- Ideally you will have had some exposure to contact centre technology, have a good understanding of social media and be happy to embrace new technology

What our teams will see in you:

- Someone who communicates clearly at all levels, handling all types of contact with ease and who can prioritise and stay calm under pressure
- Someone who will be a customer champion that wants to provide the best possible service for your customers and colleagues
- An attention to detail; someone who is known for being accurate and on time
- A team player who can work flexibly and positively in line with our values
- A confident person who supports decisions, listens to others and who is prepared to challenge and champion new ideas
- A Sherlock Holmes kind of character who takes problems or enquiries and won't stop until they find solutions and improvements on behalf of their customers

As a person, you will:

- Create fantastic experiences for our customers by building rapport and making the extra mile just a regular part of the journey
- Have a 'can do' attitude to do something because it's right, not because it's easy
- See giving and receiving feedback as a vital part of your work, continuous improvement and personal development

- Have excellent communication skills that showcase a professional image but also your own personality (we don't employ robots!)
- Be naturally proactive, work in partnership with a wide range of audiences and generally be up for a challenge
- Be highly organised and great at prioritising in a busy environment
- Be the one that volunteers when something needs to be done and genuinely enjoy getting involved in projects and helping others
- Be creative and innovative, always looking for different ways of doing things