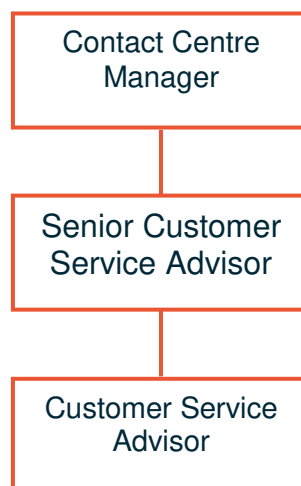


## Role Profile

<b>Job title:</b> Customer Service Advisor
<b>Department:</b> Business Services
<b>Reports to:</b> Senior Customer Service Advisor
<b>Grade:</b> 30
<b>Staff responsibility:</b> N/A

## Organisational Structure



## Job Purpose

As a Cairn Customer Services Advisor you will be the first point of contact for all enquiries to the Association. The role will involve ensuring customer focussed and efficient responses are provided from our new contact centre ensuring excellent customer service and performance against agreed service standards and performance indicators.

## Key Accountabilities

- Ensure the day to day delivery of a customer focussed and effective service which provides an excellent first point of contact service to all Cairn customers.
- To take ownership of enquiries into the contact centre and ensure that customers are provided with accurate information and that they are able to access the services and advice they require with minimum effort.
- To keep abreast of any changes to policies which may affect the advice provided to customers and to maintain excellent working relationships with front-line staff within the organisation ensuring that customer focus and service is maintained as the key priority.
- To work with the Senior Customer Services Advisor to ensure that service levels are maintained for each service area.
- To contribute to the improvement of service delivery by sharing experiences and ideas for improving the service with the Senior Customer Services Advisor.
- To undertake administrative duties. Such duties may include processing of housing application forms, customer profiling forms or other administrative duties such as franking of mail, particularly during quieter times.
- Resolve and complete all enquiries and transactions telephone, face to face, electronic, letter or text wherever possible without referral to another source.
- Efficiently handle the peaks and troughs in workload associated with housing enquiries and reactive maintenance calls.
- To accurately record, store and input information into relevant ICT systems and ensure all records and systems are up to date.
- Consistently deliver customer service targets and service standard targets as specified
- Be proactive in liaising with other teams and external agencies to ensure appropriate information and advice is available for customers.
- To promote & maintain excellent customer relationships, adopting a customer focused approach at all times
- To uphold the Company's standing as a body providing public services in a professional, competent, helpful and polite manner.
- Participate fully in all training required both in advance of the set-up of the new contact centre and ongoing including responding positively to coaching and support provided via call handling reviews.
- Contribute to the work of the Customer Services Team to enable customer focussed services to be delivered at an individual and team level.

## Person Specification

### Education

- SVQ level 2 in a relevant subject or an equivalent qualification

## Experience

- Experience of effectively managing relationships with colleagues and teams within an organisation.
- Ability to maintain accurate records
- Experience of delivering excellent front-line customer services.
- Experience of working in a front-line customer contact centre

## Knowledge

- Knowledge and experience of customer relationship management systems

## Skills and Abilities

### Essential

- Experience of delivering excellent front-line customer services.
- Demonstrated Excellent customer care skills
- Ability to maintain accurate records
- Demonstrated high level of time management skills and proven ability to work well under pressure.
- Demonstrated high level of communication and interpersonal skills
- Experience of effectively managing relationships with colleagues and teams within an organisation.
- Ability to embrace new and emerging technologies as a way to better understand customer experience.
- Ability to learn quickly and adapt to change.

### Desirable

- Knowledge and experience of customer relationship management systems
- Experience of working in a front-line customer contact centre
- Experience of housing and or repairs/maintenance

## Personal Qualities

- Ambition (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation)
- Analytical reasoning (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation)
- Compliance (adheres to policies and/or procedures, or seeks approval from the appropriate authority before making changes)
- Delegating (appropriately designates responsibility and refers problems or activities to others for effective action)
- Developing others (develops subordinates' competence by planning effective experiences related to current and future jobs, in the light of individual motivations, interest and current work situation)
- Innovation (is change-oriented and able to generate and/or recognize creative solutions in varying work-related situations).
- Integrity (maintains and promotes organisational, social, and ethical standards and values in the conduct of internal as well as external business activities)
- Listening (draws out opinions and information from others in face-to-face interaction)

- Communication (is proficient in both written and verbal communication)

## **Core Competencies**

- Put our customer's first
- Strive for excellence
- Be accountable
- Think and act as 'one team'
- Demonstrate respect
- Achieve work/life balance