

Job title:	Customer Care Officer
Directorate:	Development and New Business
Date written:	March 2017
Grade:	11
Job code:	4409

Purpose of job

To provide a positive experience for customers of all tenures living in our new build homes throughout their defect liability period. Acting as the primary contact for customers to ensure that queries and defects are resolved efficiently, on time and to a high-quality standard.

Key duties and responsibilities

- Identify customers' needs and manage expectations by the accurate diagnosis of customer's reports of defects, raise works orders or inspections as appropriate and assign the correct priority level for attendance.
- To liaise directly with the relevant developers, subcontractors, EAs, customers and other teams, to coordinate the most effective repair or resolution, with a focus on quality of workmanship, meeting target repair timescales and maximising customer satisfaction.
- Deal with a diverse range of customers and external organisations, ensuring adherence to relevant statutory legislation and internal policies and procedures.
- Provide a proactive and supportive customer experience to customers living in new build homes, liaising by telephone, electronically, or face-to-face during home visits.
- Represent the customer as a valuable project team member, attending review meetings throughout the lifecycle of a scheme and making a positive contribution to the overall success of a development and sharing lessons learnt to help shape future projects.
- Maintain a good technical knowledge and understanding of the build process including construction tolerances and NHBC warranty cover, in order to provide a credible service to customers raising defects within their warranty period.
- Maintain and update the housing management system to ensure that data is correct, producing reports using standard Excel templates from database information.
- Manage a budget for specific schemes, making informed decisions regarding how and when payments are made in relation to defects, reporting spend to rest of project team.

- To take responsibility for managing and investigating complaints, liaising with customers and other relevant stakeholders to evaluate information and negotiate appropriate resolutions and / or payments to customers, capturing learning for departmental review.
- To performance manage contractors and EAs to ensure that customer expectations and Abri SLAs are met, formally enforcing contractual terms as and when appropriate.
- Undertake satisfaction surveys as necessary, gathering feedback for lessons learned in order that qualitative customer feedback can be shared within the Development and New Business Team and report statistics as requested.
- Gain an in-depth knowledge and understanding of all new development schemes, visiting sites and carrying out quality inspections that deliver a handover of the highest quality homes and provide an efficient service to customers.
- Carry out any other reasonable duties as required.

Knowledge, skills and experience required

- Effective interpersonal skills, including teamwork, networking and negotiation skills with the ability to positively develop sustainable trusted relationships with the team and all relevant stakeholders.
- Commercial acumen; able to successfully balance customer needs with organisational requirements, applying integrity and good business judgement in decision making.
- Exemplary customer service skills; polite, professional, helpful, friendly, patient, empathetic and considerate to the complex and varying needs of all customer groups.
- A good working knowledge of Microsoft Office packages including Outlook, Word and Excel, as well as the ability to learn new databases and software as required.
- Able to demonstrate excellent organisational skills and ability to prioritise own workload effectively, working under own initiative while meeting strict deadlines.
- Self-motivated and enthusiastic with a solution focussed, positive 'can do, will do' attitude, putting the customer at the heart of every interaction.
- Assertiveness and confidence; able to challenge positively and respectfully in order to achieve positive outcomes for our customers.
- Construction knowledge and an understanding of the complexities of new build homes.
- Full, clean driving licence to be able to travel in a timely manner to visit customers and attend meetings, frequently located in areas not covered by public transport.
- Demonstrate our Values and Behaviours.