

## Job Description

<b>Position:</b>	Repairs Coordinator
<b>Pay Grade:</b>	B

### Overall purpose of the role:

The purpose of the role is to support the Repairs Team and work collaboratively with the customer service team, providing an effective and efficient support function and ensuring customers are happy with the services received.

### Role responsibilities:

1. Receive phone calls and emails requesting reactive repair jobs and void works from both internal and external customers
2. Fully understand the nature of the repair request and how it is best dealt with. Taking into consideration policy, procedure and repair responsibilities. Utilising BC systems fully and having a sound understanding of the role and keep developing through CPD
3. Accurately log details of the repair job, using the database to review the history of the property and identify any relevant information to assist in the job
4. Deliver excellent customer service and manage the relationship with the customer to reach an effective resolution to the repair request
5. Allocate jobs to the most appropriate person using internal and external options to ensure first time fix is achieved
6. Raise dwelling and communal inspections for internal Surveyors
7. Assist the maintenance team to order the appropriate equipment and materials to enable them to do the job
8. Ensure that the database is continually updated and that all outstanding jobs are monitored
9. Provide key performance indicators to the management team monthly
10. Strive to improve the service we offer, challenging and driving out unnecessary or wasteful practices
11. Be actively involved in seeking continuous improvement in service delivery in a customer focused environment

12. Assist in any other duties that may be necessary which may include: providing administrative duties to the wider team, updating customer details, working with the Customer Service Team to collect rent, arrange viewings, etc.

*No job description can cover every issue which may arise within the post and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.*

### **Skills, knowledge and experience required**

- Excellent telephone manner and customer service skills
- Clear and concise verbal and written communications
- Excellent prioritising and problem solving skills
- Good questioning technique to enable clarification and accurate diagnosis of problems
- Ability to negotiate with customers and other members of staff
- Computer literate- Windows and Google knowledge
- Ability to handle and analyse data
- Ability to challenge
- Good communication, influencing, encouraging and coaching skills
- An understanding of property, maintenance and housing would be preferable
- Experience in a coordinating and scheduling role, using scheduling software (desirable)
- Experience of using databases and Excel
- Experience of liaising with Contractors

### **Our main purpose is to:**

- Provide homes to feel proud of - where people choose to live and thrive
- Provide quality care - that is second to none
- Put people first - be a great place to work with homes and care that customers love
- Get the basics right - making it easy for our customers to access all our services
- Be financially secure - so we can weather any storms ahead
- Be stronger together - building lasting relationships based on trust and shared values