



## **Job Description**

<b>Job Title:</b>	Customer Resolutions Officer
<b>Reporting to:</b>	Customer Resolutions Team Leader
<b>Purpose:</b>	To provide a customer resolution service dealing with all aspects of customer complaints generated from the maintenance area service delivery. To actively own/manage and resolve all facets of customer complaint handling through to resolution to ensure all timescales are adhered to and system notes and letters are added to each case.

### **Duties and Responsibilities:**

- Take ownership of customer complaints by acting as complaint handler including complaint acknowledgment, investigation, resolution, including quick fixes.
- Visit customers properties if required to discuss/agree complaint resolution.
- Identify any work required to resolve the complaint.
- Liaise with the scheduling team to ensure work is booked in line with the complaint resolution.
- Update and monitor action tracker to ensure all appointments are kept and works are completed within agreed timescales.
- Provide detailed information on service improvement and ensure recommendations are implemented and are auditable.
- Agree compensation in line with company policy if deemed necessary.
- Draft and agree all communications including letters and emails.
- Maintaining all correspondence/complaint records in MRI.
- Supporting the training/awareness of complaints and provide support to other colleagues as required.
- Ensure that the complaints policy is adhered to and all KPIs are met.
- Continually focus on delivery of excellent customer service to ensure that a customer focused approach is always adopted.
- To undertake any other duties as may be reasonably required of the post holder which is commensurate with the grading of the position.



### **General Obligations – All employees**

- To take responsibility for own personal development and update knowledge and skills, with support from Aspire, to perform the role at an effective level. To undertake such training as is deemed necessary to improve personal performance and knowledge.
- To implement positively and ensure compliance with, the Aspires policies, procedures, codes of practice and initiatives relating to Equality and Diversity, Customer Service, Risk Management, Health and Safety, Data protection and Information Technology, Financial Regulations, Standing Orders and the Code of Conduct and Probity Policy.
- To take responsibility for own wellbeing and safeguarding in the duties to be carried out for this post.
- To provide the highest quality services incorporating best standards and practice, promoting Aspire to its tenants, clients, and customers.
- Taking ownership and responsibility to respond to complaints positively and professionally (*as appropriate to role*).
- To ensure that maximum use is made of information technology systems and associated equipment in the provision of efficient and effective services.
- To perform any other duties not specifically identified in the job description but which are in line with the general responsibilities of the post.
- Knowledge and understanding of the CIH professional behaviours and standards, which includes characteristics such as integrity, knowledge, skill, leadership, ethics, inclusion, advocate.

**This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's absolute discretion in the future.**

**As a general term of employment, Aspire may affect any necessary change in job content, or may require the post holder to undertake other duties, at any location within Aspire.**