

ROLE PROFILE – CUSTOMER EXPERIENCE REPRESENTATIVE

Job Title	Customer Experience Representative
Service Area	Customer Experience
Responsible to	Customer Service Centre Team Leader
Responsible for	N/A

Values

Our values are at the heart of everything we do, enabling each colleague to positively contribute to Community Housing’s success. All colleagues are expected to show RESPECT in the way that they communicate, deliver services, involve and consider customers and each other. All colleagues aim to:

- Do what they say they will do and honour Community Housing’s commitment to colleagues and customers
- See the person first and make sure behaviours are always appropriate and courteous
- Value the support they receive from others to achieve wellness and balance and in turn be their best when delivering services
- Believe in the work Community Housing does and recognise the difference made no matter what stage they have been involved
- Bring skills and experience to work and know that they will be valued as much as they value those demonstrated by colleagues
- Be thoughtful in the way they communicate, responding promptly, even when they may not have the answer straightaway
- Value being part of the Community Housing team, working better together to achieve the right outcomes for customers and colleagues

Job Summary

- You’ll be providing a high-quality service to customers through many forms of contact such as telephone, email, media, and occasionally in person, aiming to resolving any issues and queries within the first customer contact
- To provide an exceptional level of customer service to support the operation of Community Housing’s range of services and help in the delivery of excellent customer journeys for our customers.
- Managing customer enquiries and reports that follow our procedures, recording all customer interactions within our internal system, to assist in delivering a fantastic customer experience

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Key Responsibilities

- Managing customer expectations, summarising conversations and recording them on our internal systems. Take responsibility for investigating and resolving customer problems and where necessary escalating complaints in accordance with our complaints procedure
- Recording details of repair requests from customers, prioritise the job by asking customers relevant information of the repair and circumstances, assigning the right job code to ensure the repair is completed as soon as possible for the customer
- Advising customers on their tenancy rights and responsibilities, handle customer payments, and issue receipts for any till transactions
- You will be a good listener, using your active listening skills to be able to discuss possible sensitive issues like anti-social behaviour, or be able to provide advice with confidence on customer queries–
- Making sure to keep an accurate record of conversations and interactions on our customer relationship management system to provide full history of customer interactions
- Ensure customer confidentially and data is maintained and updated in accordance with our procedures and customer records are accurate
- Building and managing good professional relationships with all internal teams where you are responsible for providing a first point of contact service

People Management Responsibilities

- Build and support effective, constructive and professional relationships across the department and Company to create a one team culture

General Responsibilities

- To work within the Code of Conduct, policies, procedures, Standing Orders and Financial Regulations
- To foster constructive and collaborative working relationships with colleagues, stakeholders and partner organisations
- To participate in the continuous improvement of both the service delivery and your own development
- To ensure the health, safety and wellbeing of self and colleagues, understanding risk assessments and ensuring compliance with safe working practices
- To operate at all times within the agreed risk appetite as set by the Board, ensuring the risk exposure of the business and its stakeholders is identified and mitigated to an acceptable level

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- To ensure respect and compliance is maintained with all data protection legislation whilst not using this as a barrier to service delivery and looking to continuously improve the services we deliver to customers

Essential Requirements

- A range of IT skills, including experience of using the ‘Office’ suite of applications i.e. Outlook
- GCSE or Equivalent in Maths and English
- Customer Service environment experience
- Understanding the importance of confidentiality, data protection and cyber security principles
- Understanding the importance of developing a positive relationship and rapport with customers demonstrating positive customer experience
- Strong organisational skills and the ability to prioritise
- Good written communication skills with the ability to summarise customer conversations concisely and accurately
- To demonstrate personal resilience in handling a range of challenging contact types where clear thinking, decision making, and emotional intelligence will be required
- Have a passion for listening to people and delivering communication to respond to a customer’s needs

Other Requirements	Please tick as necessary
Attendance at meetings outside of normal office hours	
Contractual requirement to work additional hours / overtime	
Requirement to travel & Company vehicle is provided	
Requirement to travel & colleague will provide vehicle insured for business purposes	
Expectation of flexibility i.e. necessity to cover colleagues from time to time	✓
Expectation of flexibility i.e. to work those hours deemed necessary for successful delivery of the role	✓
Expectation of flexibility i.e. to vary start / finish times from time to time	✓
A requirement to wear a uniform	

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Other Requirements	Please tick as necessary
A requirement to work with children and/or vulnerable adults necessitating a satisfactory DBS disclosure	
Potential for working under pressure requiring a high degree of personal resilience	✓
Physically challenging aspects of the role	