

JOB DESCRIPTION

Customer Service Administrator

Job title	Customer Service Administrator	Directorate	Housing
Location	Milton Keynes	Line manager	Customer Services Team Leader

Purpose of the job

- > Put the customer at the heart of everything that you do, taking ownership of actions and being accountable for their delivery, working closely with internal teams and external partners to ensure that customer promises are delivered and to hold to account key stakeholders for ensuring that those promises are met within timescales. Communicate, collaborate and engage key stakeholders, partner agencies and customers to shape, influence and enhance the services that Amplius provide to increase levels of customer satisfaction and tenancy sustainment across our neighborhoods. Deliver a first-class customer experience across all methods of customer contact (including call handling, on-line services and in person); with a strong focus on providing an early resolution.

Key tasks and responsibilities

- > At all times, ensure adherence and compliance with the Regulator of Social Housing regulatory standards, with particular focus on the Consumer standards.
- > Ensure that customer records are maintained, all customer contacts are responded to within SLAs and demonstrate effective case management to ensure transparency in line with policies and procedures.
- > To monitor, record and respond to inbound customer digital and social media enquiries, providing a response within service level agreements and taking ownership of the enquiry through to completion.
- > Work alongside the Customer Relations Team to monitor, review, and manage customer satisfaction survey results. Provide follow-up contact with customers to ensure that their feedback is received, and any outstanding queries are resolved.
- > To provide front line reception services at our Milton Keynes office, providing an excellent level of customer service to any external visitors and colleagues visiting the office.
- > Ensure that all customer interactions, written and spoken, are recorded within the relevant system with clear notes.
- > Manage incoming and outgoing post, scanning into relevant systems and distributing where applicable to Teams across the business.
- > Maintain stock levels of stationary and consumables within the office. Organising deliveries with suppliers where appropriate.

Scope and impact

Scope:

- > This post has responsibility for monitoring, recording, and responding to enquiries that are received via digital methods, and via internal reporting mechanisms. The post also has the responsibility of helping with visitors and customer enquiries that make their way through the Milton Keynes office reception.

Impact:

- > If tasks and responsibilities are successfully delivered upon, the postholder will have a positive impact to customer experience, ensuring that customers and visitors receive a first-class customer service regardless of their method of coming into contact with the organisation.

Key relationships

- > The postholder will work closely with other Customer Service Administrators to ensure work is completed in an organized and efficient manner.

PERSONAL SPECIFICATION

Customer Service Administrator

The values outline the key expectations of all colleagues. Used together, the Person Specification and values will ensure new colleagues will exhibit the competencies required for this role. All our opportunities will be assessed through application to interview.

Experience and knowledge**Essential:**

- Working in a customer focused environment.
- Dealing with complaints and customer dissatisfaction and resolving the issue.
- Achieving individual targets and actively contributing to team objectives.
- Delivering a multi-channel customer service (i.e., by phone, face-to-face, on-line etc).
- Produce work accurately to specified deadlines and in an efficient way.
- Knowledge of IT applications such as Word, Excel, email and Microsoft Outlook.

Skills and competencies

Essential:





- Prioritise workloads and is able to meet set deadlines.
 - Produce work accurately to specified deadlines and in an efficient way.
 - Maintain confidentiality at all times.
 - Effective problem solving and decision-making skills.
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Characteristics

Essential:

- Able to be deal with difficult situations and resolve them positively.
- Able to work on own initiative and as a flexible team member, willing to support colleagues and take on varied tasks.
- Self-reliant and flexible to working.

Our values

 <p>People come first</p>	<p>Everybody matters to us. We care deeply about our colleagues and customers. We have fun and get to know and understand the people we work with. We provide a heartfelt service and treat everyone with dignity and respect.</p>	 <p>In it together</p>	<p>Our work is all about delivering excellent partnerships and building communities. We collaborate instead of competing. We achieve the best results by working together as one team.</p>
<p>We absolutely own it by doing what we say we'll do and being accountable for our actions. We believe in fairness, equality and inclusivity. We operate with integrity and help those who need it the most.</p>	 <p>Do the right thing</p>	<p>We're committed to providing better services and building more homes. We're ambitious, proactive and forward thinking. We want to amplify our impact, influence policy and transform the sector.</p>	 <p>Driven to do more</p>

Additional duties clause

The above does not constitute an exhaustive list of duties. The post holder may be required to perform any reasonable tasks commensurate with the level of responsibility at the request of their manager.

Duties may vary as and when localised procedures are updated or renewed with varying Local Authorities that the organisation works with. We reserve the right to alter the content of this job description to reflect changes to the organisation or the services it provides.

To be reviewed as part of the Job Description review process.