

## **Contracts Administrator Complex Repairs/Surveyors POD**

### **What's the role?**

A complex repairs/surveyors CA manages the logistical aspects of customer-Curo/contractor appointments, serving as the primary point of contact across various communication channels. They offer advice, guidance, and resolve customer inquiries while ensuring our work allocation adheres to legal requirements, meets customer expectations, and reflects the health and safety of both the customer and the property.

### **What will I have to do? I will ....**

- Confirm all appointments with customers using their preferred correspondence type and document clear notes before scheduling with a property maintenance colleague.
- Coordinate pre and post inspections with customers and arrange for multiple contractors to complete large-scale works promptly, adhering to asbestos procedures. Keep customers informed throughout the process.
- For extensive works, organise customer relocation in collaboration with stakeholders, ensuring contractors follow the work schedule. Monitor progress until completion, use programs to extract information for better case management, and ensure work orders are properly raised and contractors are adequately instructed.
- Organise the daily allocation of visits for our property maintenance colleagues, making sure allocated work is within prescribed time limits to ensure both customer service and productivity are maximised.
- Effectively manage supplier invoices by closely assessing discrepancies, particularly those exceeding 10%. Utilise the contractor dashboard and review held invoices on a weekly basis.
- Answer the telephone, review emails, and other correspondence. Where appropriate review social and other media and meet customers in reception when looking to resolve a customer query.
- Address and resolve as many customer inquiries and transaction requests as possible during the initial contact.
- Effectively manage conflict situations and promptly resolve customer concerns, ensuring that any necessary customer adjustments are taken into account.
- Redirect phone calls and other communications to appropriate team members or departments when necessary.
- Generate outbound customer communications, including phone calls and written correspondence, and perform general administrative tasks, ensuring responses are appropriate and tailored to meet the customer's needs and requirements.
- Adhere to the complaint resolution process, develop mediation skills, and share this knowledge with customer-facing teams to improve resolution rates.

- Maintain accurate records of key performance indicator (KPI) data and other management information for senior management and teams, ensuring precision in data input and output.
- Address additional customer queries and transaction requests as necessary, providing comprehensive resolution and support.
- Personally prioritise the health and safety of myself and others by consistently adhering to Curo's Health and Safety policy and procedures.

*The responsibilities listed above are not exhaustive and may include additional tasks as needed.*

## **What do I need to be successful? I will ....**

- Showcase proven experience in a customer service setting and adeptness in handling challenging situations. Demonstrate resilience and a positive approach in interactions with both customers and colleagues.
- Exhibit strong decision-making and negotiation skills, with a willingness to seek advice when needed, and a keen eye for detail.
- Demonstrate my ability to resolve and manage customer queries, concerns/complaints, and transaction requests with empathy and understanding.
- Demonstrate excellent communication skills, providing and receiving complex, sensitive and/or contentious information.
- Express a genuine commitment to making a positive impact and providing support to vulnerable customers.
- Display a proactive approach to contributing to continuous improvement projects and service enhancement initiatives.
- Demonstrate a strong commitment to flexibility by actively offering support to colleagues when needed, adapting to changes in work priorities, and collaborating effectively across teams.
- Provide evidence of a consistent track record in problem-solving and delivering customer-centric solutions of high quality.
- Illustrate a collaborative mindset, actively supporting team priorities and objectives while fostering a cohesive team environment.
- Prove proficiency in completing assigned tasks within specified timelines, adhering to defined processes, and upholding quality standards.

## **How will I evidence my success? I will...**

- Ensure Curo's full compliance with legislative obligations.
- Showcase my ability to learn and retain complex information effectively.
- Get feedback from customers, peers, and managers regarding the effectiveness and delivery of my services.
- Evidence tangible improvements with quantifiable results to demonstrate success.
- Achieve the KPIs and objectives set for both me and my team successfully.
- Actively engage in Curo's corporate culture and activities.
- Utilise Curo's Quality Assurance measures to validate the consistent delivery of our team processes.

Name:.....

Date:.....