

# Job Title: Customer Care Coordinator

**Role Purpose:** To provide a dedicated and professional Customer Care service for all new build property customers, ensuring that the customer journey in to their new home is a positive and enjoyable experience.



## About the role

One of our core priorities across all parts of the business is delivering an excellent experience every time to every customer, internal and external. Our values are: deliver on promises; give respect; be accountable; show kindness. You will make them a central part of your work at Catalyst. You will be responsible for the management of defects reported by our new build customers from a range of tenures including Market Sale, Shared Ownership and Affordable Rented properties. You will be responsible for monitoring the progress of the defect from initial report through to resolution.

## In particular:

- Liaise directly with both Customers and Contractors to ensure that defects are assessed, logged and resolved in line with contractual terms
- Manage Customer expectations and be responsible for keeping the Customer updated on the progress of their repair/defect on a regular basis using a variety of communication tools
- Ensure that there is a strong chain of communication between the Development Manager, Customer Care and the Customer in order to resolve the defect first time
- Keep up to date records of all communications with Customers and Contractors
- Be responsible for raising orders and processing invoices whilst having a strong awareness of value for money and the financial impact of decisions on scheme viability
- Provide our Contractors with weekly defects monitoring tools and attend weekly conference calls in order to maintain accurate development spreadsheets with all outstanding defects
- Carry out home demonstrations for all new build customers as part of their Customer journey

## About you:

- You'll deliver values-driven service to your internal and external customers, by seeking to understand fully your customers' needs, identifying and working to remove pain points, and always doing what you say you will
- You will have a proven track record in providing excellent Customer service, ideally in a Customer Care / After Care environment
- You will have a strong desire to serve the needs of your Customers both internally and externally. Taking ownership of your tasks and have the ability to be both assertive and sensitive in a range of situations.
- You should be an excellent communicator who thrives under pressure and works to deadlines, always keeping promises
- Good knowledge of computer systems with a strong knowledge of Excel and Word

- Ideally you will have experience of working in the housing industry with a knowledge of building standards
- You will be self-motivated and able to work unsupervised, demonstrating a positive and enthusiastic attitude to Customers and Colleagues at all times
- You should have a full, clean driving licence and be able to drive to various locations across the operational area to provide home demonstrations / attend meetings as required

**Colleagues are responsible for their own health and safety, ensuring a safe working environment for everyone.**