**Customer Service Officer**

**Team:** Customer Services – Customer Service Centre

**Report To:** Customer Service Supervisor

**Grade:** SH4

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| **Overview:**  The main purpose of this role is to provide a first point of contact for customers through multiple contact channels including telephony and digital channels (email, web chat and social media) to deliver a high-quality service in accordance with Salix Homes’ Customer Service Standards and targets.  You will also provide a concierge service remotely from our office, allowing access to customers visiting our tall buildings.  You will be working a rotating shift pattern between 8.00am – 9.00pm Monday to Friday with a mix of home and office working. | |
| **Responsibilities:**   * Responsible for being the first point of contact for all customers of Salix Homes through multiple contact channels including telephony, concierge and digital channels (web chat, email and social media), delivering a high-quality service at all times, in accordance with agreed Salix Homes Customer Service Standards and targets. * Dealing with customer enquiries relating to repairs, income management (including basic benefits advice), anti-social behaviour, caretaker requests, housing applications, security, general tenancy related matters and other Salix Homes’ services to the agreed point of referring to specialist teams. * Taking initial ownership for all enquiries presented to the Customer Service Centre by actively listening and asking the right questions in an empathetic and compassionate way, to identify and offer solutions at first point of contact. * Provide a comprehensive front line customer service for all Salix Homes’ teams, dealing with or signposting customers to the best possible outcome for their needs and requirements. * Using all computerised and telephony systems effectively and efficiently to process customer enquiries, accurately and fully updating and maintaining all records. * Ensure all enquiries and requests are responded to within the appropriate deadlines. * Consistently achieving targets such as customer satisfaction and call quality standards whilst understanding Salix Homes’ business priorities and performance. * Be flexible and willing to move between all customer service activities to ensure performance levels are met. * Have a flexible approach to working hours that suit the needs of the service, including providing support and cover to the team. * Resolving informal complaints from customers at the first point of contact to improve satisfaction. * Knowing how and where to find and utilise support services such as interpreting to help and signpost customers to meet their individual needs. * Complete basic administrative tasks relating to the Customer Service Centre and all other tasks and duties as requested by the customer service management team. * Have a good understanding of the way Salix Homes works and how to effectively apply its policies and procedures to deliver a first-class customer service to our customers. * Respecting the confidential and/or sensitive nature of customer enquiries whilst adhering to Data Protection Act regulations and maintaining Salix Homes’ Data Quality Standards and strategy. * Demonstrate positive attitudes and behaviours in line with Salix Homes’ values, code of conduct, Customer Charter, policies and procedures. * Develop strong working relationships with all colleagues, contractors, and partner agencies to achieve performance standards and business objectives. * Provide support and assistance to colleagues within the customer service centre through training, coaching, shadowing, and adopting good team ethics. * Carry out all duties in line with Health and Safety legislation. * Promote a safeguarding culture within Salix Homes, by identifying and recording safeguarding concerns to support the welfare of children and vulnerable adults. * Responsible for understanding personal and team objectives/priorities, and how the role contributes to achievements. * Embrace and participate in your own personal development to increase skills and knowledge, to ensure objectives and targets are met. | |
| **Profile Fit:**   * This is a fast paced, front facing, customer focussed role that provides information and sign posting to customers across all aspects of housing and the services Salix Homes provides. This would suit someone who is flexible, with excellent communication skills, who enjoys communicating through a range of contact channels with a diverse range of customers and able to work a rotating shift pattern. | * This role is not suitable for someone who is unable to communicate effectively through a wide range of contact channels, who cannot provide a high quality of advice and support and who is unable to deal with calmly and empathetically with a diverse range of customers some of whom may be difficult or aggressive. |
| **Main Stakeholders:**   * Customers * Contractors * Employees |  |

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| **Person Specification** | |  | | |
| **Knowledge:**   * Knowledge of excellent customer care and service. * Knowledge and experience of data protection and data quality. * Awareness of safeguarding principles. | | | | |
| **Skills:**   * Excellent customer service skills using a variety of channels including telephone and digital channels. * Able to effectively share information, skills and knowledge. * Performance driven with the ability to keep others updated on progress against agreed deadlines and targets. * Self-improving; seeks and values feedback on own performance to apply learning in the workplace. * Demonstrates ability to positively respond to operational challenges. * Ability to work to timescales and manage customer and business expectations. * Good general office administration skills including effectively writing and recording correspondence. * Ability to work with or without supervision and apply your own personal initiative. * Ability to follow instructions and procedures to problem solve. | | | | |
| **Experience:**   * Experience in delivering excellent customer service through a range of contact channels. * Experience of working in a busy customer service environment, dealing with a variety of customers in a constructive, supportive and reassuring way. * Experience of handling difficult situations, remaining calm when dealing with aggrieved customers in order to achieve a successful resolution. * Experience of following policies and procedures. * Experience of consistently achieving targets. * Experience of successfully organising own workload whilst managing competing demands. * Experience of using IT systems such as customer databases, spreadsheets, and Microsoft Office packages. * Experience of achieving goals whether personal or professional and a desire to continue learning and developing. * Experience of providing support and assistance to colleagues through training, coaching and mentoring. * Experience of working in a team demonstrating the skill of being a team player. | | | | |
| **By ticking the box you agree that you have read, understood and accepted the content of this document.** | | | | |
| **Signed:** |  | | **Date:** |  |
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