

Job Title:	Customer Service Advisor		
Department:	Finance and Corporate Support	Grade:	3 (with grade 4 development progression options available)
Section:	Executive Office Team		

Purpose of Job

To be the first point of contact for all customer and stakeholders. Providing a 'right at first point of contact' approach to queries, complaints and solutions for our customers.

To receive, assess and respond confidently and efficiently to internal and external customer requests and enquiries on multiple communication channels.

To take ownership and use knowledge, experience and systems, to resolve enquiries at first point of contact, deliver an excellent standard of customer service and ensure that the customer is offered the best advice or service possible.

To use systems to track enquiries and liaise and communicate efficiently and consistently with customers, contractors and colleagues.

Context & Scope

The QC Group has invested and will continue to invest in technology to allow our customers to make contact using varied channels to suit their individual circumstances. The Customer Contact Team comprises 9 members working a busy environment and is the first point of contact for our tenants and customers. The majority of enquiries are by phone, but the post holder will be expected to respond to enquiries from other digital platforms.

Contact from different platforms is expected to increase significantly over the next 5 years as the Group upgrades and expands its systems and provides opportunities for internal and external customers to digital self-serve. Challenging team and individual performance standards are set and closely monitored to meet changes in customer demand throughout the working day or week.

The team members must have knowledge of and access to multiple systems to provide advice and information on a wide range of services for all departments across the QC Group. The team is key in supporting other departments to deliver and co-ordinate their services and linking customers to the wide range of services and support that the QC Group can provide and signposting to external organisations.

Team members must have excellent call handling skills and will be required to respond confidently to demanding and challenging situations and at the same time empathise with our customers, particularly those who are vulnerable or in crisis. The team will liaise internally and externally to follow up and resolve enquiries at first point of contact and avoid unnecessarily passing customers on to various parts of the organisation.

Major Tasks & Job Activities

Customer Service Provision

- To assess, prioritise respond to internal and external requests and enquiries from multiple communication channels to achieve high levels of customer service satisfaction.
- To interpret and apply guidance, policies and procedures and use this information to resolve enquiries at first point of contact or to identify if escalation is required.
- To ensure compliance with all regulatory, statutory and legal requirements.
- To diagnose, categorise, prioritise and raise works orders with a high level of accuracy
- To accurately respond to and process rent enquiries and payments
- To routinely handle and input sensitive information where, confidentiality, accuracy and sensitivity is essential (Raise and give advice on routine ASB calls and complaints)
- To recognise and record customer dissatisfaction accurately and assign to the appropriate manager for a response.
- To identify, resolve, review and report customer service failures and recommend action to improve customer service.
- To fully utilise multiple areas of the Customer Management and other Systems
- To provide support to a number of departments across the QC Group to allow funded projects and initiatives to be successfully delivered.

- To interpret customer enquiries and where appropriate make links to the wide range of services internally and signpost to external organisations

People Management

- None

Performance Management

- To achieve individual and team performance targets for resolution at first point of contact, customer satisfaction, calls answered, time to answer
- To utilise call recording and other software to improve own performance

Planning & Organising

- To be highly organised, manage competing demands, prioritise own workload and work to tight deadlines
- To use systems to track enquiries and responses.

Value for Money

- To apply the most appropriate and Value for Money solution whilst maintaining customer satisfaction
- To choose the appropriate category of repair, SOR or service to ensure timescales and costs are accurately determined and value for money is prioritised.

Relationship Building

- To actively question to understand the customers' needs and well-being, be an effective listener and remain calm under pressure
- To communicate decisions assertively and professionally using influencing and other skills to achieve desired outcome
- To liaise and communicate effectively and consistently with customers, contractors and colleagues
- To work positively and in collaboration with colleagues and contractors to find effective solutions to customer enquiries.

Other Tasks & Activities

Health & Safety

- Understand your responsibilities as an employee under Health & Safety legislation
- Adhere to responsibilities as an employee under the Association Health & Safety policies and procedures.
- Ensure all activities are discharged in a safe manner, minimising risk at all times

Training

- Use the call recording software and customer satisfaction surveys to identify your own development requirements in relation to the role and proactively seek ways to improve your own knowledge and skills
- Attend training and development courses as and when required

Equality & Diversity

- Observe and promote Equality & Diversity and Customer First policies at all times
- Understand the diversity of our customers and potential customers and ensure that a flexible menu of engagement opportunities is accessible to all

Sustainability

- Consider the sustainability of activities and resources to assist with Association's objective to reduce the negative impact of services on the environment

Other

- Be willing to work flexibly and attend meetings outwith normal hours when required
- Carry out any other duties which may be reasonably requested by the Line Manager and undertake any other duties subsequently allocated by the Association's management
- The duties of the post will be reviewed and modified in line with the exigencies of the service

Category	Essential Criteria	Desirable Criteria
Experience	<p>Minimum 12 months experience of working as part of a team in a demanding front line customer service environment.</p> <p>A high level of accuracy for data recording, input and records management.</p> <p>Significant experience and working knowledge of MS outlook and customer management systems</p>	<p>Understanding of Housing Association sector.</p> <p>Call handling</p>
Knowledge, qualifications and education	<p>SCQF Level 6 / Higher / SVQ level 2 (or equivalent formal on the job training and minimum of 1 year work experience)</p>	
Skills, abilities and behaviours	<p>A positive solution focussed attitude</p> <p>Self -confidence to take responsibility in challenging circumstances and respond to suit the needs of the situation.</p> <p>The ability to remain calm and work under pressure</p> <p>Work on own initiative and prioritise workload effectively to ensure deadlines and targets are met.</p> <p>Excellent listener and communicator with verbal and written communication clear and understandable</p>	<p>Flexible attitude</p> <p>Confident and self-motivated</p> <p>Models the behaviours required to deliver customer service excellence</p> <p>Takes ownership of service delivery</p> <p>Looks for solutions to requests for service or when issues arise</p> <p>Makes a difference by delivering on commitments</p> <p>Values feedback</p>
Other Requirements	<p>Evaluate services and situations and make recommendations to improve the quality and delivery of customer services.</p>	

Key dimension category	Details
Level of communication required	<p>The post holder is the first point of contact for customers and will be required to adapt the communication skills quickly and easily for the situation presented. Some of the customers supported by the Association have complex needs and the post holder will be required to adapt their approach to ensure all interactions are dealt with sensitively.</p> <p>Post holder must be able to:</p> <ul style="list-style-type: none"> ▪ communicate clearly and effectively verbally and by e mail and letter with internal and external customers ▪ actively question to understand the external customers' needs and well- being, be an effective listener and remain calm in challenging and demanding situations ▪ communicate decisions assertively and professionally using influencing and other skills to achieve desired outcome ▪ liaise and communicate effectively and consistently with customers, contractors and colleagues ▪ work positively and in collaboration with colleagues and contractors to find effective solutions to customer enquiries.
Authorities & Limitations	<ul style="list-style-type: none"> ▪ The post holder is responsible for managing their workload to ensure they meet the demands of the customers. This requires a level of flexibility to ensure service levels are maintained. ▪ Post holders have a responsibility to manage their workload within the boundaries of the job role, departmental plans and direction from their line manager. ▪ Post holders are required to respond to queries, complaints and provide solutions, at first point of contact. Only complex or serious matters will be escalated when they have a negative impact on the service provision. ▪ To follow guidance, policies and procedures and use this information to act quickly and flexibly to resolve enquiries at first point of contact or to identify if escalation is required. ▪ To ensure compliance with regulatory, statutory and legal requirements ▪ To diagnose, categorise, prioritise and raise works orders with a high level of accuracy ▪ The team will liaise internally and externally to follow up and resolve enquiries at first point of contact ▪ To process rent enquiries and payments, top up eco pod accounts and order replacement cards, access and advise on account balances with both the ecopod and rent accounts. ▪ To routinely handle and input sensitive information where, confidentiality, accuracy and sensitivity is essential to raise and give advice on routine ASB calls and complaints) ▪ To recognise and record customer dissatisfaction accurately and assign to the appropriate manager for a response. ▪ To identify, resolve, review and report customer service failures and recommend action to improve customer service
Line management responsibilities	<p>No line management but required to provide peer to peer support to new and less experienced team members</p>
Financial resources responsibilities	<ul style="list-style-type: none"> ▪ To diagnose, categorise, prioritise and raise works orders with a high level of accuracy ▪ To access, process and administer sensitive financial data including bank account and card information and to confidently implement and explain the statutory and regulatory requirements of the use of this information ▪ To accurately respond to and process rent enquiries and payments ▪ To process payments for rechargeable repairs, parking permits, fobs and keys ▪ To place a credit on an ecopod account

Additional responsibilities	<p>Post holders are required to respond to queries, complaints and provide solutions, at first point of contact. This will require them to support Association-wide services and ensure accurate recording of all customer data.</p> <p>Post holders are required to interpret information provided by customers to ensure their needs are met. This requires direct responsibility for handling and processing sensitive personal data, in an accurate and secure way. This includes but not limited to:</p> <ul style="list-style-type: none"> ▪ processing rent enquiries and payments ▪ arranging suitable financial inclusion meetings based on the information supplied by the customer ▪ Raise and give advice on routine ASB calls and complaints ▪ To diagnose, categorise, prioritise and raise works orders with a high level of accuracy (including any health or medical needs impacting the repair)
Problem solving and complexity of work	<p>As the first point of contact for many of the Association's customers, the post holder will be required to respond problems at this first point of contact. Problems may vary in nature and the post holder will be expected to interpret the information provided to them, take independent decisions, act quickly and flexibly to help solve problems.</p> <ul style="list-style-type: none"> ▪ The post holder is required to routinely assess nature of repair required and prioritise (emergency, urgent and routine) repairs, identify who needs to be involved and or informed, what trade(s) is required, and select the appropriate SOR to ensure costs and timescales are accurate ▪ The entry level post holder is required to follow guidance, policies and procedures and use this information to ensure the best outcome for the customer by either resolving enquiries at first point of contact or establishing if escalation is required. ▪ The post holder is required to comply with all regulatory, statutory and legal requirements ▪ The post holder is required have a high level of knowledge and understanding of a number of systems QL, AllPay, Eco pod, Language over Scotland and multiple calendars and is required to switch between these systems and process actions throughout calls to customers. ▪ The entry level post holder is required have a basic level of knowledge and understanding of QL the customer management system it is expected that this level of understanding will increase to a good level of knowledge before progressing to entry plus ▪ The post holder is required to actively question tenants and customers to make decisions on the type of service or appointment or referral is required. ▪ The post holder is required to recognise and record customer dissatisfaction accurately and assign to the appropriate manager for a response. ▪ The post holder is required to identify and resolve routine customer service failures ▪ The post holder is required to formally report and recommend action to improve customer service. ▪ The post holder is required to respond to queries from external organisations and extract and communicate accurate information on confidential and sensitive information re rent, tenancy start and end dates and support charges. ▪ The post holder is required to interpret customer situation or enquiries and have the knowledge and understanding to make links to the wide range of services internally and signpost to external organisations ▪ The post holder spends 100% of their day responding to internal and external customers via a number of channels 70% minimum of the day is spent on the phone to customers responding to enquiries this requires a high level of mental concentration covering a range of subject technical areas including rent, repairs, eco pod, investment,) service, social regenerations activities

Working conditions	<p>As the first point of contact for all of the Association's customers, the post holder responds to a high volume of customers daily. This leads to a higher probability of the post holder being faced with distressed and angry customers.</p> <p>The post holder may be exposed to occasional verbal abuse or threatening behaviour, or in extreme circumstances being faced with a customer threatening suicide.</p> <p>These events can be stressful for the post holder and may leave them shaken. The post holders are required to undertake training to respond to these situations and a debrief option is available.</p>
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