



# CUSTOMER SERVICES TECHNICIAN



## ABOUT THE ROLE

To manage and continually improve the Customer Services experience for Redrow customers to ensure Redrow remains a 5 star builder and a leader in Customer Services at the premium end of the homebuilding industry. The Customer Services Technician will deliver a first class service to our customers and address their maintenance needs and concerns through quality workmanship, professional attitude and within agreed timescales.

Responsible for: Customer Services Apprentice Technician

Responsible to: Customer Services Manager, Assistant Customer Services Manager, Senior Customer Services Manager


## KEY RESPONSIBILITIES

### 1. GENERAL

- Assist with maintaining a Recommend rating at above target to ensure the business remains a 5 star builder.
- Support the Customer Services team to increase all Customer Satisfaction KPI's year on year and ensure they remain above target. Including NPS. Increase promoters and decrease detractors through addressing customer needs efficiently and effectively
- Be a 'hands on professional' at the direction of the Customer Services Management team
- Build a thorough knowledge of Redrow house-types and construction processes
- Carry the full requirement of tools needed to do your job and replace where necessary – ensuring they are PAT tested and the van is kept clean, tidy and organised

### 2. SETTING STANDARDS

- Be aware of and adhere to the requirements of the New Homes Ombudsman (NHO) dealing with any complaints in line with Redrow's Complaints and Resolution Policy
- Work within the guidelines of the Warranty Provider and Redrow's standards
  - Review your diary and ensure that workload is allocated appropriately ensuring works can be completed right first time in the time allowed

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- Produce identity card on introduction, and ensure the property is adequately protected before commencement of works, including PPE and overshoes. Take relevant photographs confirming protection, before and after works.
  - Ensure all works are carried out in accordance with specific risk assessments and method statements
  - Materials receipts to be issued to the office weekly for immediate payment

### **3. CUSTOMER CARE**

- Provide clear verbal and written communication with customers and manage their needs and expectations appropriately.
- Utilise the Redrow Customer Communications Guide and Standard Letters.
- Where relevant participate in virtual communication including video messaging to enhance the customer experience
- Maintain a smartly presented, polite, diligent, positive and professional attitude at all times; demonstrate knowledge and build customer confidence
- Where required, carry out a pre-visit inspection in a customer's home ensuring total transparency about what will be done and when
- Source materials in preparation of visits and ensure that these are in line with their customers specification
- Complete work instructions to customer's satisfaction encouraging positive online review on completion of works
- Enable us to service customers at their convenience; hours will vary and this may include some evening and weekend working. Flexibility will be required


### **4. COMMUNICATION**

- Communicate daily with the office and Customer Services Team to update, record completed work instructions, reason for delays etc. Attend office weekly.
- Attend appointments as scheduled by the Customer Services team
- Manage customer expectations as well as internal & external relationships
- Encourage customers to provide positive online reviews that support Redrow's online reputation
- Take ownership of queries, resolving routine non-complex issues yourself and escalating more complex issues to your Customer Services Manager or Head of Customer Services.
- Work with Customer Services Advisors and colleagues to share knowledge and experience on works in customer's homes
- Escalate / report difficulties as a matter of priority to Customer Services Management
- Feedback patterns of design / specification issues to Customer Services Management

### **THE PERSON**

What kind of person are we looking for?

- Confident

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- Organised and effective at managing their time
  - Empathetic to customer's needs,
  - Calm and understanding
  - Able to communicate clearly and effectively with customers and colleagues throughout the business
  - Construction industry knowledge and experience is essential
  - Ability to work alone and as part of a team
  - Flexible, adaptable and able to deal with issues and challenges
  - Literate in the use of IT
  - Resilient
  - Holder of a driving license

These are illustrative duties and the job holder will be expected to become involved in a range of work to enable the department to respond effectively to the requirements of the Company.