



# CUSTOMER SERVICES COORDINATOR (LEVEL 2)



## ABOUT THE ROLE


The Customer Services Coordinator will deliver a first class service to our customers throughout the customer services process. They will assist the Customer Services Manager and Head of Customer Services in managing the department to provide a high quality service to our customers; safely, professionally and within agreed or reasonable timescales.

Responsible for: No direct reports

Responsible to: Customer Services Manager

## KEY RESPONSIBILITIES

- Champion the customer throughout the business and be the first point of contact with the customer once completion has taken place answering calls and queries accurately and consistently
- Maintain a smartly presented, polite, diligent, positive and professional attitude at all times; demonstrate knowledge and build customer confidence
- Assist the Head of Customer Services and the Customer Services Manager with day-to-day business and customer requirements
- Work within the guidelines of the NHBC / Premier Guarantee and Redrow's standards
- Ensure accuracy of all customer details and all communication is correctly recorded on Redrow's computer systems and communicate regularly with customers in accordance with the procedures set out.
- Visit customers in the field to understand their needs by building a professional relationship throughout their Redrow journey, offering guidance and assistance/rectification to matters raised and to understand the scope of problems. Where appropriate agree non-complex defects. This will involve occasional weekend/evening working.
- Provide cover for Customer Services Manager where necessary at the Customer welcome meeting and where attendance is required ensure set agenda is followed as set out in the procedures. This will involve occasional evening/weekend working.

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- Manage customer expectations through clearly explaining the situation, next steps and potential outcomes
  - 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.
  - Create and issue work instructions on Red CS and / or our Internal systems, ensure Maintenance Technicians diaries are fully utilized, with consideration to geographical benefits and restrictions
  - Liaise with the Maintenance Technicians, Sub-Contractors & Material Suppliers; Monitor the progress of works and customer satisfaction and feedback on completion
  - Produce and maintain plot files,
  - Ensure registration of all new homes with Nationwide Property Assistance on the day of legal completion. Monitor daily registration reports and respond to pdf reports issued by Nationwide Property Assistance following purchaser contact
  - Organize the annual PAT testing of the technicians electrical equipment
  - Ensure familiarity with Redrow Group's Health, Safety and Environmental policies and comply with employee responsibilities.
  - At all times comply with company policies, procedures and instructions.
  - Contribute to improving the business, protecting and enhancing the reputation of the company, by putting forward new ideas and, when requested to do so, implementing change

## **THE PERSON**

What kind of person are we looking for?

- Confident
- Empathetic to customer's needs
- Calm and understanding
- Organised and effective at managing their time
- Able to communicate clearly and effectively with customers and colleagues
- Ability to produce reporting information
- Ability to work under pressure and against tight timelines
- Ability to work alone and within a team
- A problem solver with a pragmatic approach
- A strong need to understand the detail
- Resilience and personal gravitas
- Flexible, adaptable and able to deal with issues and challenges
- Literate in the use of IT

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.