

REDROW HOMES – CUSTOMER SERVICES TECHNICIAN

ABOUT REDROW HOMES

Redrow is the UK's fastest growing house builder.

Our purpose is to create a better way for people to live. We care about the quality of homes we build, the people who help us build them, the communities we create and the societies in which we live.

We are looking for high performing people looking to build a career with Redrow. At Redrow you will be part of a business that recognises achievement.

Job Purpose: To manage and continually improve the Customer Service experience for Redrow customers to ensure Redrow remains a 5 star builder and a leader in Customer Service at the premium end of the homebuilding industry.

Scope: The Customer Service 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.

Responsibilities:

1. Maintain a smartly presented, polite, diligent, positive and professional attitude at all times; demonstrate knowledge and build customer confidence
2. 'Hands on professional' at the direction of the CSM/HOCS
3. Pre-visit interaction with customers to ensure total transparency about what will be done and when
4. Attend appointments as scheduled by the CS team
5. Source materials in preparation of visits
6. Manage customer expectations, Manage internal & external relationships
7. Produce identity card on introduction, and ensure the property is adequately protected before commencement of works, including PPE and overshoes

8. Ensure all works are carried out in accordance with specific risk assessments and method statements
9. Build a thorough knowledge of Redrow housetypes and construction processes
10. Have a knowledge of and ensure alignment with the structural warranty provider policies, Consumer Code, Redrow quality standards and customer charter
11. Complete work instructions to customer's satisfaction
12. Tools – Carry the full requirement and replace where necessary, Pat Tested, Van to be kept clean, tidy and organised
13. Communicate daily with the office and CS Team to update, record completed work instructions, reason for delays etc. Attend office weekly
14. Escalate / report difficulties as a matter of priority to CSM/HOCS
15. Feedback patterns of design/specification issues to CSM/HOCS
16. Materials receipts to be issued to the office weekly

Working Relationships:

Effective working relationships are an essential part of daily working life.

The focus in this role is both:-

Internal: Colleagues in HR, line managers, other key personnel within Divisions; and all employees in the company.

External: Relevant the third parties and organisations as appropriate for benchmarking and research, professional bodies

Decision Making Authority: TBC

These are illustrative duties and the post 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.