

JOB DESCRIPTION

Job Title: Customer Services Coordinator (Level 2)

Reports to: Customer Services Manager

Accountable to: Head of Customer Service

Job Purpose: To assist the Customer Services Manager and Head of Customer Service in managing the Department to provide a high quality service to our customers, safely, professionally and within agreed or reasonable timescales.

Responsible for (where applicable):

Staff: No

Budgets: No

Scope: The Customer Service Coordinator will deliver first class service to our customers throughout the customer service process. The Customer Services team requires the ability to deal effectively and efficiently with all customers and be able to manage customers' expectations appropriately with the objective of achieving customer satisfaction from our customers.

Key Responsibilities:

1. 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
2. Maintain a smartly presented, polite, diligent, positive and professional attitude at all times; demonstrate knowledge and build customer confidence
3. Assist the Head of Customer Service and the Customer Service Manager with day-to-day business and customer requirements
4. Work within the guidelines of the NHBC/Premier Guarantee and Redrow's standards
5. 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.
6. 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.
7. Provide cover for Customer Service 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.
8. Manage customer expectations through clearly explaining the situation, next steps and potential outcomes
9. 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.
10. Create and issue work instructions on SBMS/Internal systems ensure Maintenance Technicians diaries are fully utilized, with consideration to geographical benefits and restrictions
11. Liaise with the Maintenance Technicians, Sub-Contractors & Material Suppliers; Monitor the progress of works and customer satisfaction and feedback on completion
12. Produce and maintain plot files,

13. Where required, act proactively and diligently in the compilation of the Homefile.
14. 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
15. Health and Safety - Organize the annual PAT testing of the technicians electrical equipment
16. Ensure familiarity with Redrow Group's Health, Safety and Environmental policies and comply with employee responsibilities.
17. At all times comply with company policies, procedures and instructions.
18. 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

Working Relationships:

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

The focus in this role is both:-

Internal: Colleagues within Operating Division.

External: Customers, Contractors and Sub- contractors

Decision Making Authority:

Once fully trained the job holder will determine how straightforward problems should be tackled using Redrow standard practice and procedures

Technical problems or more complex problems will be tackled in conjunction with the Customer Services Manager/Head of Customer Services

These are illustrative duties and the post holder will be expected to undertake all other tasks required for the proper functioning of the department and the Company.