



# CUSTOMER SERVICE APPRENTICE



## ABOUT THE ROLE

Redrow Homes are looking for an individual who is passionate about excellent customer service. Working as an apprentice you will support with the day-to-day running of a busy customer services department undertaking various administration duties on a daily basis.


The main objective of your role would be to support the Customer Services Department in providing a high quality service to our customers by administering the customer service information system and providing all other administration services for the Customer Services Department. As part of the apprenticeship you will be studying a L2 or L3 customer service qualification through one of Redrow's training partners.

As an apprentice with Redrow, you will join an exciting team, fulfil your passion and start gaining skills needed to build an exciting career. If you want to start earning while gaining the skills, and qualifications, then Redrow's Apprentice programme is perfect for you!

Responsible to: Head of Customer Services / Customer Services Manager / Customer Services Co-ordinator

## KEY RESPONSIBILITIES

- Answer the telephone/take messages 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
- Ensure Accuracy of all inputted data and all communication in line with procedures.
- Manage customer expectations through clearly explaining the situation, next steps and potential outcomes
- Support the management of technicians diaries and develop relationships within the team with all staff members
- Understand the need for effective customer service and its role within our standards as a 5\* builder.
- Support the production and maintenance of plot files

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- Support the coordination of works in social housing plots
  - Taking delivery of goods and booking items onto spreadsheet
  - Greeting any and all visitors in a professional and courteous manner
  - Raise purchase orders using in-house system
  - To monitor and process post both in and out
  - Provide support with Administration tasks including but not limited to -typing, photocopying, scanning and laminating
  - At all times comply with company policies, procedures and instructions
  - Ensure familiarity with Redrow Group's Health, Safety and Environmental policies and comply with employee responsibilities
  - 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?

- Excellent verbal and written communication skills
- IT literate
- 5 GCSEs including Maths and English at grade 4 or above (Grade C+) or an equivalent
- Willing to learn
- Ability to take on instructions
- Excellent organisational skills
- Able to work in both a teams as well as own initiative
- Able to work to tight deadlines in a pressured environment

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.