

## Role Profile

<b>Role Title:</b>	Customer Contact Centre - Customer Service Officer
<b>Reporting To:</b>	Customer Contact Centre Team Leader
<b>The Service:</b>	<p>The service provides the first point of customer contact for Genesis Housing Association (GHA). This initial customer contact environment makes a significant contribution to the reputation of GHA. The service delivers a range of landlord services and handles the full range of housing related enquiries to our diverse communities.</p> <p>The service works in partnership with a wide range of individuals and partner organisations, both internal and external, to deliver continuously improving services.</p>
<b>Role Purpose:</b>	To be the first point of contact, via a range of channels, for residents' queries and service requests related to repairs, housing management and any other services managed by the customer Contact Centre. To manage contacts with other individuals and organisations as required. To provide a high quality customer service that meets or exceeds standards set by GHA.

<b>Key accountabilities</b>	<b>Key elements</b>	<b>% time</b>
Customer service support to residents, local authorities, statutory bodies, landlords and all internal departments.	<ul style="list-style-type: none"> <li>Deal with up to 80% of all enquiries and service requests at first point of contact.</li> <li>Deliver excellent customer service across a range of channels (including, but not limited to, face-to-face, white-mail, telephone, email, text and web self-service).</li> <li>Respond to all telephone calls and other contacts within the corporate response standard, remaining courteous and positive throughout the contact.</li> <li>Raise repairs related queries appropriately and ensure that inspections and orders are issued, progressed and monitored on the system, with relevant quality control checks, and making sure that residents are kept informed of progress (and recharged if appropriate).</li> <li>Ensure communal repairs are ordered in accordance with Leasehold Services requirements and check validation reports to ensure all communal repairs are recharged to leaseholders appropriately.</li> <li>For non repairs related contacts, utilise the CRM system to source relevant information and escalate in accordance with business rules defined within the system, and monitor their successful throughput.</li> <li>Take telephone payments, if required</li> <li>Handle contacts resulting from campaigns or mailings (e.g. rent/service charge statements).</li> <li>Assess and record the nature of each contact and resolve at the first point of contact wherever possible.</li> </ul>	70

	<ul style="list-style-type: none"> <li>• Act as advocate for the resident, by taking ownership and remaining accountable till each query or service request is resolved, and ensuring that residents are kept informed of progress.</li> <li>• Where a query or service request cannot be resolved – forward the contact to the appropriate person/department ensuring that all contacts are followed up by escalation to the relevant manager(s) if necessary and in accordance with any SLA.</li> <li>• Provide advice to residents on procedures and service standards, signposting them to appropriate internal departments or external authorities or agencies where appropriate.</li> <li>• Follow through to closure each query ensuring a satisfactory response to the resident- recording action taken and date query resolved.</li> <li>• Perform any admin support as required within the Contact Centre.</li> <li>• Write letters, e-mails and any other written communication in a professional and clear style.</li> <li>• Respond to general contact regarding residents and former residents from Local Authorities and statutory bodies requesting information.</li> <li>• Determine whether contacts should be recorded as complaints or routine enquiries – formal complaints at stage 1 can be taken verbally over the phone – notes to be taken and passed to the complaints co-ordinator to progress according to the complaints policy.</li> <li>• Liaise with maintenance, finance and other internal departments when necessary to ensure resolution of inter-departmental queries taking responsibility to resolve</li> <li>• Rebook visits for Property Manager/Housing Officers where tenant has called to cancel an appointment and inform Property Manager/Housing Officer ensuring letters are sent out on time and appointments are booked in the Property Manager/Housing Officer's diaries.</li> <li>• Update statistics and produce monthly reports for Team Leaders as requested</li> <li>• Produce the initial incident reports for all accidents, incidents or "near misses" reported over the phone, obtaining as much information as possible in relation to the incident so that it can be progressed.</li> </ul>	
Maintain and update information on computer/ manual systems	<ul style="list-style-type: none"> <li>• Log all contact onto Front Office.</li> <li>• Input changes to resident details onto systems as required.</li> <li>• Input communication, disability and vulnerability information on Northgate/Front Office and respond appropriately when seeing the information on the system when dealing with a resident.</li> <li>• Ensure that all payment processes undertaken by the service are accurately processed within the agreed timescales and all relevant computer systems are updated.</li> <li>• Update computer systems with data for accurate processing of all enquiries and service requests, and advise Team Leader of any errors or system faults</li> </ul>	20

	<ul style="list-style-type: none"> <li>• Maintain and update management information systems</li> <li>• Monitor trends and frequently asked queries to ensure that pro-active action is taken to avoid the query in the future – raise with the Team Leader</li> </ul>	
General administrative and clerical	<ul style="list-style-type: none"> <li>• Order swipe cards for residents when requested.</li> <li>• Deal with the collection and distribution of the internal and external post daily. Deal with outgoing post allocated to the Contact Centre.</li> <li>• Raise any Health &amp; Safety issues immediately with the Team Leader.</li> <li>• Assist with customer surveys to monitor satisfaction of our services.</li> <li>• Carry out one off administrative projects in co-ordination with other administrative officers as instructed by the Team Leader</li> </ul>	5
Other	<ul style="list-style-type: none"> <li>• Contribute to meetings, team building, and continuous improvement within the Contact Centre.</li> <li>• Participate in activities leading to external accreditation of the Contact Centre</li> <li>• Demonstrate imagination, initiative, diplomacy and resilience in an environment that can be both demanding and stressful.</li> <li>• Deal with difficult situations and customer behaviour professionally and in accordance with policy, demonstrating expert customer service skills and knowing when to hand off the call to a more experienced member of staff.</li> <li>• Comply with the GHA's policies and procedures in order to protect the confidentiality of customer information</li> <li>• Contribute towards the overall service objectives and targets of the service.</li> </ul>	5

<b>Dimensions</b>	
<b>Financial</b>	<b>Non-financial</b>
<ul style="list-style-type: none"> <li>• None</li> </ul>	<ul style="list-style-type: none"> <li>• Working within a team of approximately 5 - 10 Customer Service Officers</li> <li>• Approximately 35000 managed properties</li> </ul>
<b>Contacts – external/internal</b>	
<ul style="list-style-type: none"> <li>• Residents - mostly on the telephone, but across all channels dealing with resident queries and service requests</li> <li>• General Public – dealing with enquiries</li> <li>• Property owners and freeholders</li> <li>• Council Tax departments/Utility companies</li> <li>• Local authorities - dealing with resident queries and issues</li> <li>• Bailiffs – first point of contact then onto the relevant party</li> <li>• Other statutory and non statutory agencies - to deal with queries and issues</li> <li>• Other Genesis Housing Association staff and Departments</li> </ul>	
<b>Decision making - authority/mandates/constraints</b>	
<ul style="list-style-type: none"> <li>• Assess contacts and resolve at first point of contact if possible</li> </ul>	

- Determine whether contact should be logged as a complaint
- Such action as may be required to ensure that an effective service is provided with unresolved problems reported to the Team Leader
- Decisions regarding the setting up of appointments for HO/Property Manager/Surveyor/Contractor and confirmation of these
- Action to ensure information is recorded accurately and reports and management information is provided on time

#### ***Context/Other Factors***

- There will be a percentage of rude, aggressive and vulnerable tenants to deal with on the telephone
- May need to meet residents, landlords/property owners in reception

#### ***Role related knowledge, skills and experience at entry (progression in Role - Entry Level)***

- Experience of delivering a customer focused service and dealing with customer queries by telephone, achieving satisfactory outcomes
- Knowledge and experience of operating office equipment
- Experience of word processing and data processing IT skills, with speed and accuracy
- Understanding of Social Housing Environment
- Good interpersonal skills and ability to deal effectively with angry or aggressive people and customers whose first language may not be English
- Able to manage own time effectively and prioritise competing demands

## Progression in Role

### ***Initial Induction/Training Required***

- Corporate induction, plus Contact Centre and office induction
- Basic understanding of the Contact Centre policies and procedure in order to deal with general queries and service requests.
- Use of the Front Office CRM system, and Northgate housing management system
- Use of reports, MS-Word, MS-Excel, MS-Outlook.
- The administrative and clerical duties attached to the post
- Induction/refresher on answering the telephone
- Dealing with contact via other channels (white mail, e-mail, text, web/on-line)

### ***How would expected/proficient in role be displayed? (Progression in role - Expected)***

#### ***Expected Proficiency***

- Is customer-focussed and achieves query/service request resolution to set standards
- Is good at complying with policies and procedures relating to this area of work
- Is confident at dealing with routine queries and enquiries and forwarding others to the appropriate person
- Is able to maintain, update information, report and use all the IT packages needed for the purpose of the job
- Is effective at liaising with other staff and Departments
- Is Good at planning and organising own workload to effectively cover all key accountabilities
- Is good at using all office equipment and can remedy minor faults where appropriate.