

Customer Service Co-ordinator

Job Family	Homes – Customer Service
Reports to	Customer Service Team Leader

Job purpose

Manages customer concerns, striving to provide exceptional Customer Service and assists in the development of Customer Service standards, policies and procedures

Key Accountabilities

- Ensures all valid defects and maintenance requests are dealt with, organising completion of works identified at the Handover Meeting within the agreed timescales
- Supports St. Modwen Homes to achieve and maintain status as a '5 Star Builder'
- Acts as the first point of contact to answer and deal with all calls and enquiries relating to the developments
- Proactively updates COINS reports to ensure the system is kept up to date
- Delivers consistently high-quality and professional customer service, to internal and external customers by telephone and in written communications
- Seeks to continually improve customer satisfaction
- Implements systems and procedures to enable all maintenance requests received from internal and external customers to ensure they are resolved within agreed timescales
- Maintains regular communication with Maintenance Technicians, Site Managers, Contractors, Managing Agents, the Sales Team and NHBC
- Allocates work to the Maintenance team within agreed timescales, managing the Maintenance Technicians' diaries
- Updates customers and reporting
- Reports issues with defects management
- Manages customer complaints to reduce escalation
- Promote and lives the values of St. Modwen
- Maintain knowledge and adhere to relevant Group Policies and Procedures, Legislation and Regulations

Experience, Skills and Knowledge required

- Understands importance of Quality standards and procedures and the requirement needed to achieve and maintain 5* status
- Excellent telephone manner
- Excellent communication skills, both verbal and written
- Excellent listening skills, understanding customer requirements
- Proactive and able to take initiative
- Flexible in approach
- Competent user of MS Word, Excel and Outlook
- Experience within the New home environment beneficial but not essential

Core Competencies