



**CUSTOMER RESOLUTION
COORDINATOR**

The Wrekin
Housing Group

Job Description and Person Specification
November 2023

THE WREKIN HOUSING GROUP

JOB DESCRIPTION

CUSTOMER RESOLUTION CO-ORDINATOR

This is a broad outline of what is expected of the post holder.

RESPONSIBLE TO: CUSTOMER MANAGER

KEY OBJECTIVES:

To support the Customer Manager and Senior Customer Exec's in managing all contact received into the organisation, with an objective of providing a consistent and excellent first time call resolution experience.

To co-create a great place to work and a customer first environment focused on delivering an excellent experience for our customers.

To manage and develop a range of diverse key telephony and non-telephony services to customers, such as Maintenance, Income collection, Housing Management Services and to actively promote opportunities for all services that we offer.

To be active in and accountable for the delivery and development of resolution capabilities available to assist in delivering an efficient and professional service and identify opportunities for improvement and review.

Demonstrate an active commitment to opportunities for personal development that support our purpose and enhance the experience of anyone who contacts us.

KEY RESPONSIBILITIES:

To manage and be responsible for a range of services during the operating hours of 8am – 8pm Monday through to Sunday, demonstrating flexibility to support this when needed.

To put customers at the heart of the service by going the extra mile and taking accountability for resolving all communication at first point of contact, providing a service you are proud of.

To be enthusiastic, yet professional in your communication with customers and colleagues.

To be efficient in your approach to managing contacts whilst providing an excellent service, evidenced through resolution based outcomes.

To receive, record and manage communications using the ICT systems and solutions available to you, responding to increased demand as necessary.

To actively manage and deliver advances in consumer technology and increase the communication channels available for our customers to access and use services.

To manage and monitor the various applications and systems used across the team and be responsible for identifying opportunities for intervention and improvement and lead on the development and introduction of these across the team and wider business.

To provide and interpret business information related to your work area and that of the Customer Contact Centre, producing reports that recognise great performance along with areas for improvement.

To support colleagues and share information across the team, actively demonstrating examples of decision making and problem solving that improves our customer's experience.

To undertake training that supports you carrying out your role and in being the best you can be, demonstrated through assessment and attainment of relevant qualifications.

To manage all information received sensitively and confidentially and in line with

the GDPR legislation, identifying where breaches have occurred and improvements can be made.

To keep abreast of all policies and procedures related to the service areas that are managed across the team, demonstrating responsibility for your own continued personal development.

Be knowledgeable and supportive of the Group services that underpin and compliment the services offered by the Trust and our stakeholders and be accountable for advice given.

To participate in service reviews, identify improvements, and advocate the implementation of these across the team and wider organisation.

To actively showcase and demonstrate our services to customers employees and external organisations in order to support opportunities for new business.

Responsible for ensuring that you and your colleagues are working safely, and complying with all aspects of health and safety relating to your area of work.

To manage a reception service, as and when required, managing all visitors to the Trust, in a friendly and professional manner.

To work collaboratively with colleagues across the organisation and stakeholders and use these opportunities to positively promote the work that the team do and our customers voice.

QUALIFICATIONS:

- Minimum 2 GCSEs or equivalent, including English and Maths
- ICT Qualification (highly desirable)

SKILLS AND EXPERIENCE:

- Experience of providing administrative support in a busy environment is essential.
- Must have demonstrable experience of working in a customer focused environment.
- Must be able to recognise and become an ambassador for the values associated with excellent customer service.
- Understanding of diversity issues and the different needs of customers and a flexible and patient approach when managing these.
- Must be able to communicate, confidently and effectively, via telephone, written and in person, to share information.
- Must have good keyboard skills to be able to accurately record details from customers during telephone conversations.
- Must either have experience of using office based IT systems, or be able to demonstrate IT literacy outside of the workplace in the form of educational attainment.
- Must be able to work effectively as a team member, providing support and encouragement to others and promoting the team at all times. And recognise behaviour that falls short of this.
- Demonstrates judgement and the ability to work independently and take decisions at a local level, seeking advice and information when appropriate.
- Ability to work to deadlines and under pressure.
- Must have, or quickly gain, a broad understanding of all related service areas within the organisation in order to contribute to the organisations commitment to continuous improvement.
- Must have a thorough understanding of all relevant Health & Safety at work procedures to ensure the safety and well-being of self and colleagues.

PERSONAL QUALITIES AND COMMITMENT:

- Demonstrate an instinctive desire to do what is right for a customer.
- Be thoroughly professional at all times when dealing with customers irrespective of the challenges that's this may present.
- Be understanding and methodical when trying to ascertain the nature of customers' issues and difficulties.
- Be able to question effectively in order to determine the full details of a problem or issue facing a customer and to accurately record details of such issues
- Have the aspiration and determination to continuously improve yourself, and contribute to the improvement of the team, to ensure high quality outcomes are delivered.
- Be dedicated to maintaining a true team spirit to assist in delivering an excellent service.
- Embrace change to support continuous improvement of services.
- To challenge the norm in order to seek out better ways of delivering services.
- To maintain confidentiality on both employee and tenant related issues.
- To promote the aims of the organisation and to represent the organisation in a positive manner at all times.