

# Job Description

**Job title:** Customer Service Advisor

**Accountable to:** Customer Service Team Manager

**Job Purpose:** To answer all inbound transactional customer queries through the Customer Service Management Centre across the range of channels offered, to agreed targets and service levels. And where required make outbound contacts with customers. Customer queries should be answered right first time, making every effort to ensure the right outcome is achieved in a polite, effective way where possible by utilising all relevant information held in our systems, knowledge bank and support. You will be responsible for maintaining high data quality in our customer domain, including D365 and relevant systems. Ensure that data is held centrally for full transparency and that suitable contract arrangements are in place for the continued management all compliance elements within your defined areas.

**Financial responsibility:** No financial responsibility

**People responsibility:** No direct reports but you will work closely with other members of the Customer Service Management Centre to reach the best possible outcomes for customers.

**Autonomy:** Direction set by the Customer Services Manager and Customer Services Team Leader, you will have responsibility for providing transactional, first point of contact resolution to customer queries across all customer channels

## Key Accountabilities:

- To take responsibility to deliver the right outcome for our customers in a safe and timely way.
- Deliver first point of contact resolution to customer transactional queries, to prevent handoff to elsewhere in the business (only complex queries that require case management should be handed off to the Specialists, or admin support to Support team with CMS) in line with targets and service levels.
- Adept at dealing with both inbound and outbound calls in line with call routing and call blending strategies
- Offer multi-skilled responses to transactional customer queries in Housing, Repairs, Complaints, and all other business service areas as required.
- Manage complex customer contacts and complaints with a can-do approach displaying excellent customer care.
- Aligning the service provided to the Quality and Data Protection guidelines.
- Adherence to Call Quality guidelines.
- Respond to all written points of contact in adherence to the quality and literacy standards and guidelines.
- Ensure accurate input of relevant data (notes, actions, agreed plans with customers) into Sovereign systems.
- Achievement of Customer Satisfaction results as set by Customer Contact Management team.

- Maintain confidentiality at all times, in relation to business sensitive and personal information acquired through work. Ensure compliance is upheld with regards to the rules of the Data Protection Act and by ensuring information and records are either; shredded or safely stored and regularly archived in accordance with policy.
- Effective utilisation and adherence to our systems and technologies including:
  - Customer Interaction Management
  - Workforce Management
  - MySovereign
  - Customer Relationship Management
  - Repair and scheduling systems
  - Housing management systems
- Taking accountability for following the correct guidelines for the effective management of:
  - Calls to report Anti-Social Behaviour
  - Calls to report Critical Incidents
  - Repair calls
  - Housing calls
- Respond to all Emergency customer contacts within agreed guidance and service levels
- Contribute to the development of a positive working environment and team.
- Be outcome focused and work with colleagues across Customer Service Management Centre to seek appropriate solutions for customers to increase customer satisfaction.
- Working in alignment with Sovereign Health and Safety policies.
- Observe and comply with the Association's policies and procedures for Health and Safety at work and observe and continually promote equal opportunities and customer care in compliance with the Associations aims and objectives.
- Contributing to Sovereign projects as and when required.
- Participate in learning and development activities that develop personal effectiveness and assist in improving performance in the role.
- Holds the Data Steward role for data related to Customer data quality as set out in Sovereign's data landscape.
- Promote a positive collaborative culture of Building Safety and Compliance. Take personal responsibility for escalating any concerns to the Building Safety & Compliance Team for consideration and/or investigation.
- Establish and maintain own effectiveness by developing working relationships with all stakeholders, ensuring integrated contribution to Sovereign's corporate objectives whilst observing Sovereign's policies, procedures, and ways of working.
- Develop own capability through continual personal and professional development that will assist in improving own performance in the role, ensuring all core and mandatory training is completed and kept up to date.
- Undertake other duties, within the level of responsibility, to meet the changing needs of the organization.

**Knowledge & Skills:**

- Have a flexible approach to meet business needs and reaching best possible outcomes for customers.
- Be confident, assertive, and professional in all interactions with customers.

- Excellent communicator with a good standard of English, both oral and written to ensure consistent clear communication with customers.
- Be focused on delivering great customer outcomes to customers with an ability of handling multiple points of customer contact.
- Use empathy to understand customer's situation and query to be able to agree most appropriate resolution.
- Have a positive attitude towards change to enable you and your colleagues to act quickly.
- Take ownership & accountability for actions taken.
- Be willing to build good working relations throughout the business.
- Applying all training and learning into daily activities.
- Develop knowledge and skills in practices and procedures of department in order to complete assigned work by asking questions and checking own current understanding of practice. Implement new procedures as directed whilst actively participating in review of the department and personal working practices to suggest solutions and improvements as necessary.
- Ability to impact assess and to understand the difference between 'major' and 'minor' data issues.
- Knowledge of methods to monitor the quality of data and identify issues e.g. reconciliations.

Version	Job code	Author	Date created/modified	Effective date
1.0	1353	Paula Dawson	05 Oct 22	
2.0	1353	Claire Dinsey (reformatting only)	September 23	September 23