JOB DESCRIPTION

**Customer, Arts & Property**

**Tenancy Advice & Repairs Team**

**Role Profile: Customer Service Officer**

**Service/ Team: Customer Arts & Property / Tenancy Advice & Repairs Team**

**Reporting to: Senior Customer Service Officer**

**Number of Posts 1 – 18.5 hours.**

**Post No:**

**Grade:**

**My job improves the quality of life for the people in Bournemouth, Christchurch and Poole by ensuring this part of the job is delivered in this way which has this impact.**

**Job Overview**

The team provides a customer focused responsive service to BCP Homes residents, leaseholders and other external agencies.

## 1. Job Purpose & Objectives

To work within the Tenancy Advice and Repairs Team, to provide excellent customer service to BCP Homes tenants and leaseholders, commercial, domestic corporate and other external clients by diagnosing repairs and maintenance on first contact.

To provide an efficient scheduling service for Property Maintenance trade operatives by offering mutually convenient appointments within Government set or Service Level Agreement timescale to all clients and customers.

To provide a positive customer experience, providing a high quality and accurate answer to the repairs and maintenance enquiry.

Taking ownership of every repairs and maintenance call, from diagnosing the repair accurately, assigning the correct contractor and trade, allocating the most appropriate schedule of rates code and budget classification, offering a mutually convenient appointment within priority.

Re-schedule any follow on work to complete the repair in preparation for invoicing.

Conduct customer satisfaction surveys.

To provide all customers with an efficient multi-functional service for the repairs and maintenance and facilities management by raising all housing, in/out of scope corporate and external client’s repairs immediately on either the Northgate Housing System or the Asset Management System Tech Forge. All repairs must be raised accurately and scrutinised to ensure that Health & Safety / Gas and Government Legislation is adhered to; ensuring excellent service and health & safety is provided to the customer, and the trade operative at all times.

## 2. Main Duties & Responsibilities

Answering incoming telephone calls from multiple parties stated below in a professional and efficient manner. Being proficient in the use of the Telecoms ICT system

To deliver a consistently positive and courteous service to all repairs and maintenance enquiries. To take ownership of the customers enquiry or service request, listening actively to ensure all details are accurately captured. Where necessary monitor job through to completion or give technical support to help try and rectify the customers situation over the phone. Also establishing if there is a need to send a surveyor or a trade operative out and/or give assistance on how to prevent any further damage to the property or household contents. To convey accurate advice to customers/clients on the nature of their repair/enquiry. Ensure the customer is aware of actions that will be undertaken and fully aware of any actions the customer will need to undertake.

Raise all repairs and maintenance and facilities management calls on the appropriate ICT package, (Northgate Housing System / Tech Forge or Microsoft Outlook).

Offer and schedule a mutually convenient appointment to all customers/clients on first contact on the appropriate ICT package. (DRS, Kirona & Job Manager or Microsoft Outlook) Ensuring that the trade operative is allocated the appropriate time to complete the repair on first visit wherever possible.

Prioritising emergency works and Right-to-Repairs over all other responsive repairs ensuring all Right-to-Repairs are attended to within Government timescale.

Issue responsive repairs to trade operatives by phone or through the Mobile Working ICT package Kirona.

Schedule (incoming/outgoing) cyclical repairs and maintenance on DRS system by appointment within an appropriate timescale.

Ensure that government targets are met and exceeded in terms of emergency Right-to-Repairs, appointments made and kept and complete on first visit. Including identifying problem areas and liaising with supervisors to get them resolved.

Ensure works are completed within contracted timescales.

To request and update customers contact details to assist with communication between the Repairs centre and their customer.

Identify any areas where the service could be improved and make suggestions.

Any other repairs and maintenance duties prescribed by the Tenancy Advice & Repairs Manager, and other Managers.

## 3. Supervisory / Managerial responsibility

None

## 4. Communication/Contacts

## Liaise with other sections of the Council including (BCP Homes, Trade Supervisors & Operatives, Surveyors, Housing Officers).

Communication with contractors and suppliers of goods

## Frequent contact with tenants.

Contact with Councillors

## 5. Career/Salary Progression linked to this post

## Not appropriate.

## 6. Additional Information

## *NB: The aim of the job description is to indicate the general purpose and level of responsibility of the post. Please be aware that duties may vary from time to time without changing their character or general level of responsibility. Duties may be subject to periodic review by the Head of Service or nominated representative (in consultation with the postholder) to reflect the changing work composition of the business.*

This is an outline job description only and the post holder will be expected to undertake the duties commensurate within the range and grade of the post or any lesser duties as directed by the Head of Service or nominated representative.