

JOB DESCRIPTION

Job Title:	Customer Service Assistant
Service / Department:	Customer Services
Reports To:	Customer Contact Manager
Responsible For:	Excellent customer service
DBS Check:	Basic

Job Purpose:

At Salvation Army Homes, we provide comprehensive, good quality housing services, support and resettlement.

The Customer Services Assistant will help to provide an effective and efficient telephone answering service for the Customer Services Centre, providing professional, appropriate and accurate advice either by telephone, email, web chat or in writing when dealing with enquiries to maximise Right First-Time resolution.

Main Duties and Responsibilities:

- To answer telephone calls to Salvation Army Homes Customer Service Centre from tenants, contractors, marketing, finance calls, internal & external colleagues giving advice and assistance within target times & providing exceptional personalised service to customers across all channels of communication
- To work collaboratively with colleagues, as well as internal and external contacts, to achieve a consistently high level of service in line with internal processes and procedures.
- To provide professional, appropriate and accurate advice as well as solutions to customers' enquiries & respond to communications (Rubixx, email) accurately with a high standard of written English, handling the customer query from end to end.
- To maintain the Customer Relationship Management system (CRM) and continually update customers' records accurately & adhering to general data protection regulations (GDPR).
- Working within set SLAs and KPIs to ensure a high standard of service to our customers is maintained.
- To safeguard and promote the welfare of individuals and families that come to our attention.
- To adhere to the Association's policies, procedures and strategies as applicable with particular reference to the health and safety and diversity documents.
- To develop and maintain good professional working relationships with internal colleagues and external service providers creating close and productive partnerships in order to aid the provision of good quality support services and create a professional image of Salvation Army Homes.
- To work within Salvation Army Homes safeguarding policy and procedures, ensuring a person centred and contextual approach to safeguarding and that appropriate action is taken in order to safeguard the wellbeing of children, young people and adults at risk, protecting them from harm whilst respecting their rights, wishes and feelings

- Maintain our system requirements for creating and storing client records, reports and measuring outcomes
- Undertake any reasonable additional duties as instructed by the line manager or senior management team within the spirit of the role or aims and objectives of the association.
- The postholder is responsible for fulfilling duties in relation to health and safety, that are relevant to their role, as set out in the Health & Safety Policy
- Accurately diagnose Repair issues by utilising the system diagnosis tool, supplemented by your own knowledge and experience. Take ownership and responsibility for identifying the customer's needs and use appropriate questioning, listening and diagnosis skills to identify the issues and offer appropriate solutions.
- Manage inbound calls, emails and webchats calls in a timely manner & take ownership for responding to inbound communications (calls and emails).
- Work collaboratively with the income team to deliver a responsive rent collection service by dealing with rent enquiries, advising of rent balance and breakdown, processing rent payment & setting up Direct Debits.
- Processing & Approving Contractor Invoices by accurately checking uploaded invoices, to ensure they align with corresponding work order, and highlighting and questioning any discrepancies.

Related Activities:

- Participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes' regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

PERSON SPECIFICATION

Qualifications and Memberships:

Although not essential it would be helpful to have had previous professional experience working in a customer support role.

Aptitudes and Abilities:

- Proactive and self-motivated with a can-do attitude
- Demonstrable empathy with the client group
- Confident and capable communicator with the ability to inspire, engage and challenge
- Great verbal, written and influencing skills
- Ability to use a computer, e.g. Microsoft packages and capacity to successfully navigate support packages used by Salvation Army Homes
- Able to participate in the shift rolling rota system over 7 days
- Demonstrates the qualities to manage people effectively
- Experience of successfully navigating challenging conversations

Experience and Interests:

- Experience of or knowledge related to working with homeless people
- Proven capacity to deal successfully with difficult and complex situations
- Previous experience in a customer support role
- Strong phone and verbal communication skills along with active listening
- Familiarity with Customer Relationship Management systems (CRM) and practices
- Customer focussed and adaptable to different personality types
- Ability to multi-task, set priorities and manage time effectively

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

S

Servant Leadership — we help people thrive

Have we given our audience everything they need to succeed in their next step?

P

Passion — we love our work

Have we spoken boldly and with confidence?
Have we spoken out rather than stayed silent?

I

Inclusion — this is a team effort

Have we kept our communication simple and to the point? Have we used clear, accessible English?

R

Respect — we show respect for all

Have we given our audience credit for their intelligence? Have we advocated for our residents?

E

Empowerment — we have trust

Have we given the right context to our message?
Has our communication been story-driven?