

JOB DESCRIPTION

CCHT Service Hub Operative

Line manager	Service Hub Team Leader
Department	Service Hub
Location	London/ Remote Working

Purpose of role	<ul style="list-style-type: none">• To receive and manage customer calls; Raising support tickets, to enable tracking and resolution of customer repair, housing and rent requests• Investigate and resolve customer complaints• To provide regular, up to date information, support and advice, to C&C customers and colleagues alike.• Liaise with housing and repairs colleagues, to ensure a timely and high quality service, to our residents• Provide support, in any capacity, to Service Hub colleagues• Administration of repairs/housing email inboxes• Admin assistance to housing allocations department
Key relationships	External: Local authorities, Waiting list applicants, Contractors Internal: All departments, Aster

KEY RESPONSIBILITIES

Your primary responsibility, as a Service Hub Operative, will be to answer customer enquiries and resolve customer issues in an efficient and timely manner. This will include providing information, about products and services, as well as the below duties:

- Raising repairs
- Logging and occasionally investigating complaints
- Chasing and investigating outstanding repairs
- Taking rent payments
- Providing housing and allocations advice to customers
- Administrating repairs and housing email inboxes
- Logging new housing applications (completing due diligence with applicants)

PERSON SPECIFICATION

Qualifications

- Educated to GCSE standard and/or relevant professional qualification/or experience.

Experience

- Experience of working in a housing or repairs environment
- Experience of managing own workload
- Experience of delivering excellent customer service (on the phone or in person)
- Customer service telephone experience desirable

Skills

- Good communication skills on all levels
- Good telephone manner
- Excellent customer service skills, with a commitment to continuous improvement
- IT literate in business applications, particularly MS Excel and Word
- Able to work well in a team environment as well as autonomously
- Able to work on own initiative
- Flexible and reliable