



## JOB DESCRIPTION

<b>Job Title:</b>	Customer Advisor
<b>Team:</b>	Group Business Support Team
<b>Reports to:</b>	Customer Advice Team Leader
<b>Salary Grade:</b>	6
<b>JD Last Reviewed</b>	March 2021
<b>Role Last Evaluated</b>	November 2021

### OVERVIEW OF THE ROLE

The primary purpose of the role holder will be to provide front line advice and support services to internal and external customers in response to enquiries from a variety of contact methods including phone, letter, face to face and digitally by email and social media.

The role holder will be expected to deliver their duties while behaving in line with the organisation's stated values.

The role holder will be specifically accountable for the effective delivery of the following technical/specialist functions:

- Customer Advice Service
- Reception Service
- Customer Service Administrative Support
- Housing & Responsive Repairs Administrative Support
- General Business Administration Support

The role holder will be expected to contribute to effective team working and provide high quality customer service.



## CORE AREAS OF WORK & KEY ACCOUNTABILITIES

Areas of Work	Key Accountabilities (you will be held accountable for)
<b>Customer Advice Service</b>	<ul style="list-style-type: none"> <li>• Providing accurate advice to customers at first point of contact using a variety of contact methods or signposting to other departments when applicable</li> <li>• Completing relevant follow up actions in set timeframes using the correct processes</li> </ul>
<b>Reception Service</b>	<ul style="list-style-type: none"> <li>• Dealing with all received customer and visitor enquiries accurately and at first point of contact</li> <li>• Processing incoming payments received accurately</li> <li>• Processing visitors into the office using the correct procedures</li> </ul>
<b>Customer Advice Team Administrative Support</b>	<ul style="list-style-type: none"> <li>• Delivering all designated routine business administration tasks relating to customer service and customer contact accurately and to set deadlines</li> <li>• Logging received customer service complaints in line with organisational policy and procedures and where possible resolving at first contact</li> <li>• Sending out satisfaction surveys to timeframes set and accurately recording returns</li> </ul>
<b>Responsive Repairs Administrative Support</b>	<ul style="list-style-type: none"> <li>• Ensuring administration of key management including collection and ordering is carried out effectively</li> <li>• Dealing with general enquiries (including non-standard repair requests)</li> <li>• Scheduling property inspections correctly</li> <li>• Processing allocated incoming repairs invoices in set time scales</li> <li>• Processing allocated repair charges accurately and in set timescales</li> <li>• Carrying out allocated debt recovery tasks in line with policy and procedures</li> </ul>
<b>Housing Administrative Support</b>	<ul style="list-style-type: none"> <li>• Logging anti -social behaviour complaints received in line with organisational policy and procedures</li> </ul>
<b>General Business Administration Support</b>	<ul style="list-style-type: none"> <li>• Carrying out delegated routine administration tasks for the PoLHA Group accurately to set deadlines, including general record keeping, filing, production of statistics, survey management, mail management and distribution and data entry</li> </ul>

# HARBOUR

Areas of Work	Key Accountabilities (you will be held accountable for)
<b>Health and Safety Management</b>	<ul style="list-style-type: none"> <li>Taking reasonable care of the health and safety of themselves and others, in accordance with the organisation's policies and procedures.</li> </ul>
<b>Tenant and Customer Participation</b>	<ul style="list-style-type: none"> <li>Encouraging and supporting opportunities for tenants and other customers to influence service and performance improvement</li> </ul>

<b>COMPREHENSIVE PERSON SPECIFICATION CUSTOMER ADVISOR</b>	<b>D/E</b>
<b>KNOWLEDGE:</b>	
Working knowledge of customer service practices	E
Knowledge of Common Housing Application process for Edinburgh – EDINDEX and Choice Based Lets	D
Basic knowledge of housing benefits, universal credit	D
Good working knowledge of housing legislation and best practice	D
<b>ABILITIES/COMPETENCIES</b>	
<b><i>Personal Effectiveness</i></b>	
Able to positively challenge at all levels of the organisation	D
Well-developed communication skills	E
Ability to build and sustain effective working relationships	E
<b><i>Functional/Technical</i></b>	
Excellent organisational skills, able to plan own work and deliver to targets.	E
Excellent communication skills (oral and written), able to draft clear, detailed but succinct emails letters	E
Able to interpret policy/procedures to resolve problems.	E
Able to work as part of a team contributing to team discussion and overall team performance.	E
Able to comment on process and recommend improvements.	D
Able to communicate assertively particularly when in pressured situations.	E
Able to use Microsoft Word, Outlook, Teams and Excel effectively.	E

# HARBOUR

<b>COMPREHENSIVE PERSON SPECIFICATION CUSTOMER ADVISOR</b>	<b>D/E</b>
<p><b>PERSONAL ATTRIBUTES:</b></p> <p>Passionate about delivery of excellent customer service and follows principle of getting it right first time</p> <p>A flexible and adaptable approach interested in continuous improvement of the service</p> <p>Inquisitive mind that follows problems through to their conclusion</p> <p>Can work unsupervised</p> <p>Self-motivated</p> <p>Takes personal responsibility for decisions and actions</p> <p>Committed to living the values of the Association</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p><b>TRACK RECORD/EXPERIENCE</b></p>	
<p>Experience (typically 1 year +) of working in a customer service environment in a customer services or housing setting and delivering a consistently excellent customer service</p> <p>Experience of using a full range of Microsoft Office software package and a core housing/customer services IT system</p>	<p>E</p> <p>E</p>
<p><b>EDUCATIONAL ATTAINMENT/ QUALIFICATIONS</b></p> <p>Educated to at least Scottish Credit and Qualifications Framework Level 5 (SVQ2)</p>	<p>E</p>
<p><b>PROFESSIONAL BODY MEMBERSHIP</b></p> <p>N/A</p>	
<p><b>OTHER REQUIREMENTS FOR THE ROLE</b></p>	
<p>N/A</p>	