

## Job Description

<b>Job Title:</b>	Customer Services Advisor
<b>Reporting to:</b>	Customer Service Centre Manager
<b>Department:</b>	Customer Services
<b>Direct Reports:</b>	None
<b>Budget:</b>	None
<b>JD date reviewed:</b>	March 2023
<b>Job Level:</b>	11
<b>Job Family:</b>	Customer

### Job Purpose

As part of a dedicated Customer Service Team to provide exceptional support to all our customers whilst responding to a wide range of queries. Customer Service Advisors thrive in a busy environment where their can-do attitude and vast knowledge of the business deliver outstanding results for customers every time.

### Key Strategic Responsibilities

Respond to queries and requests for services from Eastlight customers, being the first point of contact using various communication platforms including telephone, email, text, live chat, letters, face to face, and social media, using Eastlight approved style and tone

Work within, display, and promote Eastlight Values at all times in dealing with Customers and colleagues across Eastlight

### Key Functional Responsibilities

- Promote and support customers to use Eastlight online services where appropriate
- Undertake administration tasks related to first point of contact queries
- Be positive, helpful, and courteous in all communications with customers
- Be responsible for resolving queries at first point of contact wherever possible
- Deal with customers in a professional and effective manner across all communication platforms and use appropriate questioning techniques to gain understanding and resolve queries
- Take personal responsibility for queries and to try to resolve them within the customer service team wherever possible
- Always apply Eastlight policies and procedures
- Manage queries efficiently to ensure that responses to customers are within agreed timescales and standards

- Liaise with other departments, as appropriate, in order to obtain the right resolution for customers
- Always promote good working relationships with others at all times
- Keep up to date with systems, processes, policies, and procedures across the organisation which may be required as part of the role and participate in their development and maintenance where appropriate
- Recognise and report failures in systems, processes, policies, and procedures
- Participate in obtaining feedback from customers as requested
- Assist in training other colleagues, where appropriate

Person Specification	
<b>Education and qualifications</b>	<ul style="list-style-type: none"> <li>• GCSE levels 9-4 in Math's and English or demonstratable level of numeracy and literacy skills</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience in providing customer service (desirable)</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills, both verbal and written</li> <li>• Good organisational skills and ability to work to deadlines</li> <li>• Good interpersonal skills and ability to communicate effectively across all communication platforms - for example telephone, social media, email</li> <li>• Good keyboard skills and general understanding of IT applications</li> <li>• Positive approach to customer service</li> <li>• Willingness to learn about social housing (including repairs, anti-social behaviour, rents systems and tenancy management) in order to be able to successfully resolve queries</li> <li>• Flexible approach to work</li> <li>• Ability to work and contribute within a team</li> <li>• Awareness of equality and diversity issues</li> <li>• Ability to plan and take responsibility for task completion</li> <li>• Ability to build and maintain good working relationships, internally and externally</li> </ul>