

JOB DESCRIPTION

Directorate:	Deputy Chief Executive's Department
Division:	Asset Management & Development
Post No & Job Title:	T178 Customer Services Officer – Housing Repairs
Grade:	5
Responsible to:	Customer Services Team Leader – Housing Repairs
Responsible for:	N/A
Main purpose of the job:	Provide quality outcomes for tenants and leaseholders by providing an excellent front line customer experience over the phone, online, email and face to face.

Main Duties and Responsibilities:

1. Provide a responsive repairs service during business hours
2. Ensure the correct diagnosis of repairs, schedule work for tenants and leaseholders to the Direct Labour Organisation (DLO) or external contractors, work efficiently and effectively to deliver right first time fixes. Ensure target dates are adhered to assist in keeping the customers up to date with delays on work and materials.
3. Monitor the repairs inbox on a daily basis and ensure repairs requests are appointed within target.
4. Maintain accurate customer and staffing records, ensuring that all data is held on compliance with data protection and GDPR guidelines.
5. Communicate effectively with internal and external stakeholder, tenants and leaseholds in writing, online or by telephone. Deal with complaints, queries and requests for service in a professional and efficient manner.
6. Allocate repairs requests to operatives and contractors, communicating the details of the works order accurately. Ensure the correct time allocation is made for each job.
7. Undertake the administration of the voids process including recording key movements, collating regulatory certificates (including CP12 and EPC's) and preparing repairs lettings packs for new tenants.
8. Arrange service contract appointments with customers, ensuring regulatory targets are achieved.

9. Data input information in IT systems, and prepare management and statistical information as requested.
10. Run IT performance reports as required.
11. Process invoices including logging, receipt, validation, certificate batching for authorisation.
12. Raise sundry debtor invoices and purchase orders
13. Take electronic payments from customers and adhere to existing financial controls
14. Provide general administrative support within the Housing Repairs team.
15. Undertake any other relevant duties as may be required by the Team Leader, Manager or Head of Service.
16. Carry out any other duties that are within the scope and grading of the post which could also be required by the line manager or Head of Service.

DESIGNATED CAR USER

A designated car user status has not been attached to this post.

SPECIAL CONDITIONS

Duties may include attendance at evening meetings and/or work outside normal office hours.

RESTRICTIONS

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of the post holder, but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.