

## ROLE PROFILE

<b>ROLE TITLE</b>	Customer Service Advisor
<b>DEPARTMENT</b>	Customer service Centre
<b>OPERATING ASSOCIATION/ DIRECTORATE</b>	Customer Services
<b>RESPONSIBLE TO</b>	Team Leader
<b>RESPONSIBLE FOR</b>	

<b>ROLE PURPOSE</b>	<i>One or two sentences giving a simple statement of why the role exists</i>
<p>To provide excellent service to all customers of the CSC by responding to all contacts and requests.</p> <p><i>Being part of a dedicated customer service team, you will provide excellent service to both internal and external customers of the CSC whilst being part of a "coaching culture" within Customer Services</i></p>	

<b>ACCOUNTABILITIES / RESPONSIBILITIES</b>	<i>Statement of the main areas of accountability and responsibility</i>
<p>Dealing with incoming calls acting as the first point of contact offering knowledge and support in a proactive manner including in times of emergencies.</p> <p>Responsible for actioning the full range of calls received by the Customer Service Centre to a high standard including Repair Tenancy and Income calls to a professional standard.</p> <p>Solve customer issues at First Point of Contact and signpost Customers for further support when appropriate.</p> <p>Record information accurately</p> <p>Dealing with all enquires in a customer centric manner</p>	

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<b>KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS</b>	<i>The tools needed to do the role</i>
Essential	<ul style="list-style-type: none"> <li>• High standard of Literacy, Numeracy and excellent communication skills.</li> <li>• Experience of Customer Services, Telephony or Office Administration</li> <li>• Problem solving skills</li> <li>• Good IT skills</li> <li>• A flexible approach to working hours</li> <li>• Attention to detail</li> <li>• Experience of working to targets</li> <li>• Attention to detail</li> </ul>

<b>COMPETENCIES</b>		
<i>Personal attributes/behaviours the role holder must possess to be successful in the role</i>		<i>Level</i>
Customer First	Committed to putting both internal and external customers first and have the ability to deliver a consistency high quality service.	

Driven	Be bold and not afraid to push the boundaries	
Invest	To Develop with Support to be the best you can be	
Innovative	Enthusiastically putting forward ideas and not afraid to challenge existing processes	
Responsible	Seeing things from a Customer point of View and taking ownership to resolve	

Orbit is an Equal Opportunities Employer and all staff are required to read and adhere to Group and local policies and procedures relating to Equality and Diversity

Orbit requires all employees to read and adhere to Health and Safety policies and procedures

Orbit requires all employees to read and adhere to all Orbit policies and procedures and Standing Orders.

Signed by Employee		Date	
Signed by Manager		Date	