**ROLE PROFILE**

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| **ROLE TITLE** | Customer Services Advisor – Resolutions |
| **DEPARTMENT** | Customer Service Centre (CSC) |
| **OPERATING ASSOCIATION/ DIRECTORATE** | Customer Services |
| **RESPONSIBLE TO** | Customer Relations Manager |
| **RESPONSIBLE FOR** |  |

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| **ROLE PURPOSE** | *One or two sentences giving a simple statement of why the role exists* |
| To provide excellent services to all our customers by resolving first line complaints escalated from our customer services department.  Being part of the resolutions team within a dedicated complaints department, you will provide excellent service to both internal and external customers while resolving their dissatisfactions and being part of a coaching culture. | |

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| **ACCOUNTABILITIES / RESPONSBILITIES** | *Statement of the main areas of accountability and responsibility* |
| *Dealing with first line complaints and escalated issues received from our Customer Services Team, offering knowledge and support and a resolution in a proactive manner.*  *Responsible for actioning a full range of enquiries received by the Resolutions Team including dissatisfactions about repair services and Income enquiries to a professional standard.*  *Supporting the delivery of all appropriate customer service communications channels to Orbit, including letter, email and calls to an appropriate standard in relation to the communication channel used by the customer.*  *Undertake the logging and accurate record keeping of the customer’s dissatisfaction and escalation.*  *Responsible for ensuring efficient and effective service when raising new or existing escalations and or dealing with requests for Housing and Welfare information ensuring all the appropriate systems are utilised.*  *Dealing with all enquiries in a customer centric manner.* | |

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| **KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS** | | *The tools needed to do the role* |
| Essential | * Experience of dealing with escalated customer issues and dissatisfactions * High standard of Literacy, Numeracy and excellent communication skills. * Experience of Customer Services, Telephony and administration. * Problem solving skills * Good IT skills * A flexible approach to working hours * Attention to detail * Ability to work under pressure * Good organisational, planning and time management skills. * Multi-channel experience including email, web chat and social media. | |

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.

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| Signed by Employee |  | Date |  |
| Signed by Manager |  | Date |  |