

Role	Customer Service Advisor
Department	Customer Service Centre (CSC)
Operating Association/ Directorate	Orbit Services
Responsible to	CSC Team Leader
Responsible for	None

Role Purpose	
<p>To provide excellent service to all customers of the CSC by responding to all contacts & 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>	

Accountabilities	
<p>Dealing with incoming calls acting as the first point of contact and dealing with customer enquiries; offering knowledge and support in a proactive manner especially in times of emergencies.</p> <p>Responsible for actioning the full range of calls received by the CSC to a high standard including Repair and Income calls to a professional standard.</p> <p>Supporting the delivery of all appropriate customer service communication channels to orbit – including Social Media and Emails, to an appropriate standard in relation to the communication channel used by the customer.</p> <p>Undertake general administration and support for the CSC and ensuring accurate records are updated and maintained.</p> <p>Responsible for ensuring efficient and effective service when raising new or existing repairs queries and or dealing with request for Housing and Welfare information ensuring all of the appropriate systems are utilised.</p> <p>Dealing with all incoming enquires in a customer centric manner.</p>	

Knowledge/Skills/Experience/Physical requirements	
Essential	<ul style="list-style-type: none"> • Educated to GCSE level or equivalent • High standard of Literacy, Numeracy and excellent communication skills. • Experience of Customer Services, Office

	Administration and Social Networking tools. <ul style="list-style-type: none"> • Problem solving skills • Good IT skills including Excel and Word.
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- Orbit is an Equal Opportunities Employer and all staff are required to understand and adhere to Group and Local policies and procedures relating to Equality and Diversity.
- Orbit requires all employees to understand and adhere to Health and Safety policies and procedures.
- Orbit requires all employees to understand and adhere to all Orbit policies and procedures and Standing Orders.

Signed by Employee		Date	
Signed by Manager		Date	