

ROLE PROFILE

ROLE TITLE	Customer Care Operative
DEPARTMENT	Orbit Homes
OPERATING ASSOCIATION/ DIRECTORATE	Orbit Homes
RESPONSIBLE TO	Regional Customer Care Manager
RESPONSIBLE FOR	N/A

ROLE PURPOSE

Contribute to the Customer Care Team by providing great customer service to all our customers, ensuring all raised repairs are completed in a timely manner, to a high standard via your passion for quality and professionalism.

ACCOUNTABILITIES/RESPONSIBILITIES

- Deliver an effective and efficient customer focused service to enable first-point resolution for all customers.
- First class interpersonal and communication skills; working with internal/external customers, sub-contractors, third party builders and their respective teams to resolve problems.
- Take instruction from the Customer Care Manager/Officer, ensuring all customer appointments are attended on time and any materials required are sourced prior to the appointment.
- Liaise with Customers, Colleagues and Contractors – to ensure repairs are completed “right first time”
- Resolve defects/general snags in a timely manner and to a high standard, ensuring all works completed are signed off by the customer.
- Complete inspections of reported defects as and when required and issue a full report with photographs to the Customer Care Manager/Officer.
- The ability to recognise problems/repetitive defects on active and non-active sites, and report back to the Customer Care team if these problems can be removed from future build.
- Maintain a stock of regular consumable materials required for tasks, including utilising materials from Direct Build sites.
- Ensure work vehicle is kept clean, presentable and road worthy and any issues are reported for prompt repair.
- Ensure the Customer care department are notified of any additional findings or issues identified or raised with you by the customer - that may delay the completion of works.

- Keep accurate records and upload them in a timely manner onto Orbit IT systems as required.
- Assist Customer Care Manager in line with all Orbit Homes policies and procedures.
- Work closely with site teams and provide support as / when required
- Carry out work to Stock properties and show homes as directed by the Regional Customer Care team
- Responsible for equipment stores and materials purchased.

KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS

Essential	<ul style="list-style-type: none"> • Excellent communication & interpersonal skills. • Good working knowledge of all aspects of construction. • Carpentry, decorating and mastic skills are essential, and a broad knowledge of all-round building skills would be an advantage. • Good knowledge of Health and Safety requirements. • Ability to prioritise and manage own workload. • Self-motivated with ability to use initiative. • Experience of Construction Site/Customer Service working environment. • High-level decision-making skills, high level awareness and understanding of effective customer care. • Ability to assist in creating reports on reoccurring issues. • Full Driving Licence is essential to be considered.
Preferred	<ul style="list-style-type: none"> • A comprehensive knowledge of housebuilding including building regulations and NHBC Warranty guidelines gained from experience with a trade background. • First Aid trained

IN RETURN WE WILL OFFER;

- Your own assigned work van with a basic supply of tools and materials.
- Fuel Card.
- Uniform.

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.