

JOB DESCRIPTION & PERSON SPECIFICATION

Customer Service Advisor

Location:	ISHA, 102 Blackstock Road, Finsbury Park, N4 2DR
Reports to:	To be agreed.
Direct reports:	None
Department:	Housing and Neighbourhoods

JOB SUMMARY: As customer service advisor you will be the first point of contact for all ISHA customers, contractors, and other stakeholders, ensuring that an excellent customer service is provided at all times.

PRINCIPAL RESPONSIBILITIES:

1. Be the first point of contact for all ISHA customers, contractors and others ensuring all queries are respond to, actioned and managed at first point.
2. Escalate to line manager, and/ or the correct staff member / department to deal with if unable to resolve issue.
3. Provide an excellent customer service at all times.
4. Handle all incoming calls, correspondence (via various means) and other queries at the first point of contact, accurately and consistently in order to deliver customer satisfaction, maintaining a positive and professional attitude at all times.
5. Communicate effectively with colleagues and external customers, focussing on the needs of the colleagues and/or customer and ensuring that services and methods of delivery meet their needs and expectations.
6. Accurately record all customer contacts, and actions on the customer service management system, Kypera, including the logging of: repairs, transactions, compliments, complaints and correspondence.
7. Take ownership of all queries, personally resolving routine, non-complex issues and passing more complex issues on in line with team service level agreements, chasing for progress reports intermittently and reporting back to the customer.
8. Assist residents with arrears enquiries and determine the correct course of action, by analysing their account history.
9. Handle calls from residents in relation to anti-social behaviour, other casework and complaints, ensuring all details are correctly recorded and the resident is advised to follow the correct procedure.
10. Produce various standard letters, documentation and emails to action as required.
11. Carry out assigned administrative tasks including (but not exclusive to) managing mail, managing email inboxes, processing orders/repairs, arranging couriers, administrating, and acknowledging complaints and other data entry etc.
12. Carry out reception duties, including welcoming customers and guests to ISHA. To ensure reception is open on time and closed at the end of the day and is presentable and clean with all appropriate literature in place.

13. Take ownership and responsibility for any service-related complaints / queries from customers ensuring that the customer experience is positive, professional and within set timescales at all times.
14. Contact customers to ensure that transactions and repairs have been completed correctly and pick up remedial action or escalations if they have not.
15. Manage all contacts in line with ISHA's quality standards, data protection policies and equality & diversity policy
16. Take reasonable care to ensure personal safety and that of others and comply with Health and Safety policies and procedures
17. Carry out any other duties consistent with the post that may be required from time to time, at the discretion of the line manager.
18. Ensure that all the above is driven by our values and that all ISHA's policies and processes are followed

PERSON SPECIFICATION – Customer Service Advisor		Essential	Desirable
Right to work in the UK			
1.	Proof of eligibility to currently work in the UK.	✓	
Education and Qualifications			
2.	Good general education with excellent literacy and numeracy skills.	✓	
Experience			
3.	Experience working in a customer focused environment, preferably with experience working in a contact centre.		✓
4.	Experience working in the housing sector.		✓
Knowledge & Skills			
5.	Excellent attention to detail.	✓	
6.	Excellent interpersonal skills with the ability to use tact, diplomacy and empathy.	✓	
7.	Proven ability to problem solve.	✓	
8.	Ability to prioritise e.g. with tight deadlines or a pressurised environment.		✓
9.	Proven ability to deal with confidential matters.	✓	
10.	Good at developing excellent working relationships.	✓	
11.	Ability to maintain excellence in areas of expertise over time	✓	
12.	Ability to manage own personal learning		✓
13.	Ability to work under pressure and to meet targets and deadlines.		✓
14.	Professional, Flexible and enthusiastic approach to work.	✓	

15.	A high level of proficiency using Microsoft Office.	✓	
Values			
16.	Able to always demonstrate and evidence ISHA's values: <ul style="list-style-type: none"> • Pride in team ISHA • Passionate commitment to customers • Trusted to make the difference • Respect for everyone 	✓	