



CUSTOMER CARE MANAGER

JOB DESCRIPTION

Creating Better Life Experiences.
One Home at a Time.

BLOOR HOMES[®]

Job title	Customer Care Manager
Department	Customer Care
Responsible to	Head of Customer Care

POSITION SUMMARY

To assist with the management and organisations of the Customer Care Department by providing an efficient and professional customer care service to purchaser's post completion of properties ensuring customer satisfaction and provide support to the Head of Customer Care.

KEY WORKING RELATIONSHIPS

Customer Care team, Construction, Sales, Design & Technical and Commercial Departments, Purchasers, Sub-contractors and Housing Associations.

MAIN DUTIES

1. Assisting with the smooth running of the department and ensuring that purchasers receive customer care satisfaction in line with the Home Inspection Guide.
2. Assisting with monitoring and managing the performance of the Customer Care team, including allocation of sites to Co-Ordinator's.
3. Highlighting and reporting on repeated issues/common defects, poor-performing trades and Bloor site staff to allow for positive intervention for senior management.
4. Liaising with other departments within Bloors as necessary.
5. Ensuring Sitestream records are maintained and kept up to date.
6. Undertaking routine reviews of work being carried out by Customer Care Technicians and sub-contract trades.
7. Validating complaints and resolving problems quickly & efficiently seeking direction where required.
8. Issuing and following-up on contractor's reports and outstanding issues.
9. Carrying out preparations for clearance of Customer Care invoices, including contra charge letters
10. Deputising in the absence of the Head of Customer Care, as required, including but not limited to management of the team and liaising with the company's marketing and PR provider in relation to social media activity linked to the provision of Bloor Homes after care service.
11. Assisting with the management of the team, suppliers and sub-contract trades to resolve issues and make appointments for attendance through the co-ordination of diaries.
12. Checking and ensuring work has been carried out to the purchaser's satisfaction.
13. Dealing with customer complaints including social media notifications using the Escalation Policy.
14. Setting challenging KPI's when contracting new maintenance companies, ensuring the Bloor standards are maintained.
15. Understanding and interpreting all relevant legal correspondence and work with Bloor Homes' legal advisors on the next steps.
16. Assisting with End of Defects Inspections

17. Attending meetings that may be necessary in the performance of your duties.
 18. Complying with and upholding company policies and procedures.
 19. Undertaking any additional tasks as may reasonably be required from time to time.
-

It is a requirement of Bloor Homes that all staff work in a flexible manner compatible with their job and in line with the objectives of the company. Please note that the job description for this position may be reviewed and amended to incorporate the future needs of the business.