



CUSTOMER CARE TECHNICIAN

JOB DESCRIPTION

Creating Better Life Experiences.
One Home at a Time.

BLOOR HOMES[®]

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

POSITION SUMMARY

To provide an efficient and professional customer care service to purchasers post completion of properties ensuring customer satisfaction.

KEY WORKING RELATIONSHIPS

Customer Care team, Purchasers, Site Managers, sub-contract trades.

MAIN DUTIES

1. Providing a maintenance and repair service on new properties to the required standard, as arranged by the Customer Care team, in liaison with the customers.
2. Ensuring the quality of work provided by the sub-contractors on behalf of the Customer Care team is of the required standard.
3. Representing the Company in a polite and professional manner that is expected when dealing with and entering customers' properties.
4. Paying due care and attention whilst working in purchaser's homes using dust protection measures and cleaning area after work.
5. Ensuring punctuality at all times.
6. Managing all related paperwork and emails as required.
7. Communicating progress and updating clients at all times regarding current works.
8. Taking responsibility for all Company tools and Company van, ensuring they are kept in presentable and in full working order.
9. Attending meetings that may be necessary in the performance of your duties.
10. Complying with and upholding company policies and procedures.
11. 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.