



CUSTOMER CARE CO-ORDINATOR

PERSON SPECIFICATION

Creating Better Life Experiences.
One Home at a Time.

BLOOR HOMES[®]

Job title	Customer Care Co-Ordinator
Responsible to	Head of Customer Care

	ESSENTIAL	DESIRABLE
EXPERIENCE	<ul style="list-style-type: none"> • Customer service experience within an office environment. • Experience in the use of CRM software. 	<ul style="list-style-type: none"> • Customer service experience within a house building company.
QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to GCSE Standard (or equivalent) including English and Maths. 	<ul style="list-style-type: none"> • Administration qualification.
KNOWLEDGE & SKILLS	<ul style="list-style-type: none"> • Good verbal and written communication skills. • Ability to multi-task. • Good time management. • Good level of computer literacy, including Microsoft Office. • Excellent telephone manner. • Good negotiation skills. 	<ul style="list-style-type: none"> • A basic knowledge of the construction trade. • Knowledge of a construction database.
ATTRIBUTES	<ul style="list-style-type: none"> • Well organised. • Self-motivated. • Team player. • Works well under pressure. • Pro-active. • Flexible and adaptable to change. • Tactful and approachable. • Customer focused. • Problem solver. 	