



# CUSTOMER CARE MANAGER

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## PERSON SPECIFICATION

Creating Better Life Experiences.  
One Home at a Time.

**BLOOR HOMES**<sup>®</sup>

<b>Job title</b>	<b>Customer Care Manager</b>
<b>Responsible to</b>	Head of Customer Care

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of dealing with customers in a customer care environment.</li> <li>• Experience of supervising a team.</li> <li>• Experience in using CRM software.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience preferably working in house building.</li> </ul>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Full driving licence.</li> <li>• IT skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Educated to at least A-level standard or equivalent.</li> </ul>
<b>KNOWLEDGE &amp; SKILLS</b>	<ul style="list-style-type: none"> <li>• Good technical knowledge in house building.</li> <li>• Excellent verbal, written communication and listening skills.</li> <li>• Excellent negotiating skills.</li> <li>• Financial awareness.</li> <li>• Knowledge of NHBC/LABC procedures.</li> <li>• Computer literate in Microsoft Office applications.</li> <li>• Excellent interpersonal skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge in Sitestream.</li> <li>• Health and safety knowledge.</li> <li>• Understanding commercial and financial management.</li> <li>• Knowledge of a construction database.</li> </ul>
<b>ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>• Caring and empathetic towards others.</li> <li>• Patient at all times.</li> <li>• Team player.</li> <li>• Good organisational skills.</li> <li>• Respectful at all times.</li> <li>• Proactive problem solver.</li> <li>• Leads by example.</li> <li>• Effective decision maker.</li> </ul>	