



CUSTOMER CARE CO-ORDINATOR

JOB DESCRIPTION

Creating Better Life Experiences.
One Home at a Time.

BLOOR HOMES[®]

Job title	Customer Care Co-Ordinator
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 and provide support to the Customer Care Department.

KEY WORKING RELATIONSHIPS

Customer Care team, Purchasers, Construction Director, Contracts Managers, Site Managers, Sub-contract trades, Housing Associations and Warranty Providers

MAIN DUTIES

1. Dealing with incoming calls, post and emails relating to Customer Care.
2. Validating complaints and resolving problems quickly and efficiently, seeking direction where required.
3. Co-ordinating Customer Care Technicians, suppliers and sub-contract trades to resolve issues and make appointments for attendance, through the co-ordination of diaries.
4. Checking and ensuring work has been carried out to the purchaser's satisfaction.
5. Updating and maintaining records using Sitestream.
6. Bringing persistent faults to the attention of the Customer Care Manager or Head of Customer Care.
7. Categorising works successfully, ensuring management of costs are minimised.
8. Developing an understanding of the Social Housing Defect Reporting Process and assisting with logging defects when required.
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.