

ROLE DESCRIPTION: Customer Relationship Advisor	
<p>Reports to: Customer Relationship Team Leader</p>	<p>Responsible for:</p> <ul style="list-style-type: none"> - Providing a high-quality customer experience at first point of contact. - Responding to customer contact in a multi-media environment, providing resolution at first point of contact. - Building and maintaining effective customer relationships to understand customer needs. - Offering appropriate services to meet customer needs.
Role purpose:	
<p>To be an enthusiastic colleague, who is accountable for providing the highest quality customer experience at the first point of contact.</p> <p>Respond to customer contact in an omni channel contact centre environment, providing resolution at the first point of contact to ensure that customers' needs are satisfied and repeat contacts are minimised.</p> <p>Handling a wide variety of enquiries, tasks and complaints, in line with regulatory requirements, industry guidance and best practises</p> <p>Build and maintain effective customer relationships to understand customer needs and proactively identify solutions and opportunities to promote Karbon products and services.</p> <p>Act as a positive member of the Customer Relationship team collaborating with other colleagues across the business, as well as liaising with and signposting to various external agencies where appropriate. Proactively supporting a culture that delivers results and service excellence and promotes the Karbon values and brand.</p>	
Key responsibilities:	
Teamwork:	
<ol style="list-style-type: none"> 1. Be an enthusiastic, conscientious, positive, and supportive member of the Customer Relationship team. 2. Collaborate with, and support others in the team and wider business, creating a positive environment that enables everyone to perform at their best. 3. Constructively contribute to plans for business change and service improvement and support the implementation of service strategies and plans. 4. Contribute to the induction and training of new team members. 5. Be able to provide short term holiday/absence cover at customer facing locations, as required. 6. Act as a role model for the Group's values and culture. 	

Delivery:

7. Deliver a high-quality customer experience by responding to a wide range of queries in an omni-channel contact environment.
8. Working on own initiative, take ownership and responsibility for dealing with customer contact to ensure that customers' needs are satisfied, they are kept suitably informed and updated and repeat contacts are minimised.
9. Provide advice and information on a variety of customer queries pertaining to social housing, including but not limited to rent payments, repairs, tenancy queries and antisocial behaviour, in accordance with relevant Karbon and industry specific policies and procedures.
10. Use initiative and judgement to escalate appropriate enquiries to other teams/more senior colleagues.
11. Have meaningful conversations to understand customer needs and proactively offer solutions to meet those needs.
12. Validate customer information appropriately and work mindfully to ensure customer information remains secure and accurate, in line with current Data Protection and GDPR regulations. Update appropriate I.T. systems and records as required in a timely manner.
13. Accurately complete all administration work in a timely manner and in accordance with policies and procedures.
14. Handle customer contacts in an efficient and timely manner which supports the delivery of team operational targets.
15. Achieve personal KPI's and effectively contribute to achievement of all team targets.
16. Be flexible and open to a changing environment and embrace training and support to build personal skills and improve service delivery and customer experience.

Organisation Wide:

1. Deliver financially viable and economically effective products and services, seeking to maximise resources and social value.
2. Ensure all systems and processes deliver operational excellence, driving continuous improvement and innovation.
3. Ensure that services fully comply with all organisational policy and procedures.
4. Ensure that risks within the directorate's activities are identified, removed or minimised.
5. Create a safe and healthy working environment, ensuring all systems of work, policies and procedures are fully and consistently applied.
6. Responsible with the Management team for the effective utilisation of Group assets.
7. Promoting the values of the Group at all times and demonstrating a high level of commitment to diversity and inclusion.
8. Ensure that Karbon homes complies with all legal, regulatory and health and safety requirements.

The Customer Relationship Advisor role is part of the Customer Relationship team. As with all Team member, positions there are also specific responsibilities and delegated powers in relation to financial and operational matters, regulatory compliance and information security. These are not all listed here and will change over time as the organisation continues to grow and develop.

PERSON SPECIFICATION: Customer Relationship Advisor

E=Essential D=Desirable

Experience and qualifications:

- a. A strong record of demonstrable achievement in the provision of a high quality customer experience, in an organisation of comparable size and complexity to Karbon Homes.(E)
- b. Experience of serving customers in a multi-channel environment, providing a high-quality customer experience (D)
- c. Digitally savvy with experience of using digital communication methods (e.g. email, web social media) (E)
- d. Ability to have meaningful conversations with customers to identify needs and offer relevant solutions (E)
- e. Experience of handling large volumes of customer contact in a polite, efficient, and prompt manner (D)
- f. Able to work on own initiative and collaboratively as part of an effective team (E)
- g. Able to determine own priorities and plan ahead to achieve personal KPI's (E)
- h. Evidence of continuing professional development (D)
- i. Recognised professional qualification in the field of customer services (D)
- j. Educated to GCSE level or equivalent, Maths and English (E)
- k. Full valid driving licence (D)

Knowledge:

- l. Social Housing knowledge and experience (D)
- m. Relevant professional qualification or equivalent work experience (E)

Skills:

- n. Ability to communicate effectively both written and verbal (E)
- o. Excellent customer service and call handling skills, including but not limited to call control, questioning techniques empathy and rapport building skills (E)
- p. Ability to gather information to accurately identify and understand customer needs and promote or signpost to appropriate services, ensuring the best possible outcome (E)
- q. Ability to handle and diffuse challenging situations and to effectively resolve complaints at the first point of contact (E)
- r. Ability to use technology to work in a modern office environment (E)
- s. Strong typing and keyboard skills and ability to multi task (E)
- t. Ability to use own initiative (D)

Attributes:

- u. Transparent and open, acting with integrity and able to build good relationships(E)
- v. Committed to diversity and inclusion (E)
- w. Adopt a flexible approach to the requirements of the role. (E)
- x. Champions and encourages Karbon behaviours and values (E)



- y. Strong commitment to service delivery, demonstrating resilience and the ability to work under pressure (E)
- z. Support the development of, and actively role model and champion the Karbon vision, values and purpose (E)