

Job Title: Customer Service Advisor
Grade: Y3
Reports To: Senior Enquiry Centre Officer
Number of Reports: nil

Key job element:

- Provide an excellent call handling service to a range of inbound and outbound telephone campaigns
- Use of CCTV and intercom systems to monitor and record incidents to maintain security
- Complete additional tasks to ensure operational compliance and KPI adherence
- Prioritise multiple emergencies and dispatch response services to the appropriate clients for internal & external customers
- Ability to remain calm and make decisions in a challenging environment
- The job holder will be based in an Enquiry Centre

Person Specification:

This area focuses on specific competence areas (Skills/ knowledge) to be demonstrated in the role.

Essential

- Excellent customer service, empathy and rapport building skills.
- Able to ask questions to understand customer needs and sell the benefits of our services
- Comfortable in a target driven contact centre/control room environment, able to dispatch staff, monitor the safety and security of buildings including managing door access systems, intercom systems, and CCTV systems.
- Ability to remain calm and make decisions in a challenging environment.
- Ability to liaise with stakeholders such as police, fire service, housing management, and managers to escalate any relevant issues.
- Able to diffuse difficult situations and prevent complaints reaching escalation point.
- Confident in dealing with challenging customers.
- Ability to learn, gain and maintain qualifications where necessary, any aspect of YHN's environment, health and safety standards, best practice codes and standards or any other legislative requirements pertaining to the post
- Demonstrate a good standard of Maths and English.
- Computer literate, experience of using PC's to input and extract data.

Desirable

- Experience of handling large call volumes.
- Embraces change and supports the effective implementation
- Ability to use own initiative where necessary.
- Ability to work as part of a team.
- Being able to demonstrate dealing with customers over the telephone in a polite, efficient and prompt manner.

- All employees are expected to be flexible within the scope of the role

The following 3 areas of competence are generic to all roles within YHN and every member of staff are expected to demonstrate them.

*Your Homes Newcastle's Core Values are identified by the **V** symbol*

<p>Personal Competence: This area is about yourself as an individual and your responsibilities for the way you operate at work.</p> <p>Accountability – acts openly and takes responsibility V</p> <p>Integrity – acts fairly and honestly V</p> <p>Passion – works positively and with enthusiasm V</p> <p>Drive for Achievement – actively contributes to achieving personal and organisational targets and objectives</p> <p>Planning and Organising your work – uses time efficiently and works in a well structured way</p>
<p>People Competence: This area focuses on the responsibilities each person has in dealing with others.</p> <p>Respect – treats everyone with care and professionalism V</p> <p>Customer Focus – knows who their customers are and understands their needs and expectations</p> <p>Communication – communicates accurately and clearly using the most appropriate method</p> <p>Team Working – supports effective team working in all teams operated within</p>
<p>Business Competence: This area focuses on how each individual contributes to the success of the business.</p> <p>Change positive – embraces change and supports the effective implementation of changes</p> <p>Value for Money – recognises the financial implications of decisions and actions</p> <p>Forward-thinking – proactively seeks improvements and solutions V</p>