

JOB SPECIFICATION**DATE: November 2013**

Job title:	Customer Services Champion
Company:	asert
Line Report:	Team Leader
Direct Reports:	Project Manager
Location:	Various

JOB PURPOSE

To liaise with residents and clients through various communication channels, ensuring their individual satisfaction. To provide support to the Customer Care teams across various branches with the delivery of the Customer Experience. Implementing best practice and feedback to ensure continuous improvement of service delivery.

PRINCIPLE ACCOUNTABILITIES

To provide positive and effective communication with the tenants, local client staff and branches to deliver the Customer Experience

Ensure all information obtained from tenants is recorded accurately onto the appropriate spreadsheets as laid out by the Customer and Community Department and Audit teams

Working within the Customer Care team, providing a warm, friendly and professional first impression for all customers

Undertaking customer satisfaction surveys as determined by each contract. This will include mystery shopping and auditing completed surveys

To develop contacts within the community through tenant groups and highlight potential projects to the Customer and Community Manager at the relevant branch

Communications

The jobholder will participate as an active member of the extended branch team and report to the relevant local Customer & Community Manager and asert Project Co-coordinator.

The jobholder will liaise with all levels of management and employees/Operatives throughout the business as well as clients and tenants of all contracts. The jobholder will be attending meetings with tenants and residents as and when instructed.

Dimensions

This role provides a service to many contracts across a widespread geographic area with parts of the job being able to be performed remotely and when required. On occasion in order to attend training and meetings, the job holder may be required to travel around the specified region. The jobholder must be able to do such travel with the occasional overnight stay and weekend working periods.

Financial

Ensure management are made aware of any efficiencies identified throughout the course of your duties

KEY TASKS

- 1 Information recorded must be accurate and timely
- 2 Liaise closely with branch customer care staff with any queries in a timely fashion, including your Project Coordinator.



3	Produce timely reports weekly and monthly to the Project Coordinator.
4	Ensure that all asert policies and procedures are adhered to and documented.
5	Respond positively to any new initiatives that are brought into practice, making sure they easily become part of the Customer Experience service delivery.
6	To communicate any special requirements to all parties concerned, and if liaison is required with other agencies and parties, advise appropriate staff
7	To act as an independent service champion ensuring that the tenants needs are met and their voices heard
8	Act as a community role model and provide excellent service at all times
9	Actively encourage tenants to suggest new services
10	Conduct a regular review programme to help tenants implement more energy efficient ways of managing their homes
11	Ensure that all written communication is carried out as per the asert procedures and any contractual specification
12	Attend meetings and feedback as and when required
13	Work under own initiative to work independently and/or remotely
14	To be an ambassador whilst working for asert to support the ethos of the role

PERSON SPECIFICATION	
Essential	Proven track record of working within customer front facing roles. Ability and willingness to absorb new information and use it. Committed, trustworthy and reliable with a good sense of humour. Patience, tact and approachability. Willingness to develop self and others. Ability to network and build relationships at all levels and become integral to the business. Ability to work on own initiative
Desirable	A basic knowledge of the construction trade. Experience of working in partnership with a Local Authority client H/A's. Knowledge of IT systems and experience of working with computerised systems.
Competencies	Communication skills Team working Customer focus Negotiating skills Organisational skills Problem solving Lateral thinking Decision making