Role Profile

Role Title: Customer Support Advisor

Business Area: Housing
Department/Team: Contact Centre
Reports to: Team Coach
Direct Reports and span of control: None
Dimensions (budget holder, level of contract/systems etc responsibility): none
Created/Reviewed date: October 2022

Role Purpose

You will provide efficient traditional and digital support to our diverse range of customers and colleagues across Aster Group, contributing to the development and implementation of the vision, corporate strategy, culture and organisational effectiveness.

You'll be adaptable and able to handle multiple channels of communication, whilst delivering a high level of service to all of our 90,000 customers and 1,500 colleagues, using your skills, and knowledge to help deliver first contact resolution and a seamless customer journey.

To be a customer service champion, whilst having transferrable working knowledge of other areas to create flexibility in the team and maintain high service standards.

Work collaboratively with the operational teams, making sure resources are used in the most efficient way to maximise customer resolution.

Key Accountabilities

- Respond to changing priorities and service demands to achieve Aster's vision and landlord strategy
- Work closely, maintaining effective communication with a variety of stakeholders including customers, colleagues and contractors, building strong rapport and relationships with all.
- Communicate clearly with customers to establish root cause of matters via effective listening and questioning and use of the knowledge base to resolve common queries
- Ability to work in a constantly challenging environment with conflicting priorities.
- Manage challenging conversations in a professional manner, being clear in the service that you and Aster provide to manage customers' expectations.
- Work to the contact centre operational performance indicators (OPI's), consistently demonstrate the skills and behaviours expected of you in line with your skill banding
- Identify and report any safeguarding or health & safety risks in relation to customers or colleagues, prioritising the enquiry as appropriate and reporting in line with Asters' policy
- Thorough fact finding and analysis of cases, using your experience and knowledge, support the various operational teams, who have differing specialist portfolios, with service delivery and positive customer outcomes.

- Need to be empowered to make the right decision for business requirements to ensure we maintain good levels of customer service across all channels
- Act as a specialist point of contact for enquires made across all channels for the department. Gather facts and identify if wider information is required to enable resolution.
- Confidently and positively challenge processes, drawing on your knowledge and experience of the customer journey, to influence efficiencies and better ways of working
- Be effective at managing your own time and priorities to deliver efficient service to customers and colleagues across all channels.
- Be an advocate of digital channels, understanding customer needs and assisting with the promotion of appropriate self-service options, educating, supporting and enabling customer to confidently use their channel of choice.
- Adhere to data protection legislation, checking customer information and updating personal details
- Continually keep abreast of processes, procedures and changes within the contact centre such as reading all relevant communications and updates, provide feedback on processes and highlight when things could be done better and when requesting assistance ensure all processes have been exhausted

Experience and Qualifications

- Educated to GCSE Standard (or equivalent), including passes in English
- Good level of IT skills, including proficiency in Microsoft Office suite and CRM databases
- Able to communicate effectively with customers, colleagues and suppliers via multiple channels and handles enquiries in a confident, professional and competent manner
- Creative and practical problem-solving abilities
- Experience of helping customers and providing a great customer service
- Able to have difficult conversations and achieve the right outcome
- Good listening and questioning skills, able to identify the root cause
- Experience problem solving in a busy environment
- Able to manage own workload in a fast-paced environment
- Understanding the importance of customer focus service delivery