



JOB DESCRIPTION

Customer Support Assistant

Location: Tuntum Housing Association, 90 Beech Avenue, New Basford, Nottingham NG7 7LW

Responsible to: Customer Services Manager

Department: Customer Services

Salary: point 18 - £19,137

Hours: 37hrs per week, full time

Responsibilities	Key Components	% of Time
Provide Customer Support	<ul style="list-style-type: none">Provide professional support to the Association's diverse customers as part of a responsive and efficient customer support team. This support may be direct (e.g. giving advice) or indirect (e.g. administration)	100

Job purpose

Key Tasks

Direct customer support: general

- Answer all incoming calls to Tuntum in a timely and courteous manner with particular sensitivity to how the caller wishes to be addressed.
- Assume personal responsibility in dealing with customer calls. In particular take ownership of their query or problem and attempt to resolve it yourself, (a 'one stop shop' approach.)
- Receive and deal with e-mails sent directly and to "admin", taking responsibility for ensuring a reply within set service standards.
- Deal with any telephone messages and, if these are left for a colleague, ensure that they are aware of the content.
- Support customers who are on line to use the Tuntum web site to 'self-serve', so that they are empowered to get information about their tenancy, their rent account etc.. directly.
- Provide initial advice and information to customers on relevant Tuntum policies, procedures and services.
- Deal with initial tenancy and estate management enquiries, referring more complex issues to the Housing Management Team.
- Receive general queries from external agencies and help to resolve them in line with our 'one stop shop' approach.
- Play your part in ensuring that all public areas, and especially the reception area, are safe, clean and tidy, notifying your line manager of any potential Health and Safety issue so that it may be addressed and correctly managed.

Direct customer support: rents

- Deal with general rent queries on a daily basis, forwarding more complex enquiries, where necessary, onto the Housing Administrator/Housing Assistant.
- Promote the 'self-service' approach to those tenants with internet access so that they may manage their rent account online.
- For tenants without internet access print and forward to them by e-mail or post rent statements and other relevant information on request.
- Receive rent payments either via the telephone (card payments) or, in person and issue a receipt.
- Reconcile all cash payments with Finance at the close of the office day.

Direct customer support: complaints and compliments

- Acknowledge all complaints by e-mail, text or letter depending on how the complaint was received. Advise them of how the complaint will be dealt with, by whom and to what timescale.
- Register complaints on the IT management system and advise the staff member who will be dealing with it of this fact. Support the complaint resolution process by flagging up deadlines etc.
- Register compliments onto the IT management system.

Direct customer support: repairs and gas safety

- Develop good cooperative working with the Technical Administrator (Maintenance), in particular to avoid duplication of placing job orders on SDM, and avoid duplicating gas safety work.
- Take urgent or emergency repair requests from tenants and specialist housing colleagues and register maintenance jobs onto the SDM system. Ensure that all details are correct and there are no duplicated jobs.
- Check the non-urgent repair voice mails and register these on the SDM system (as above.)
- Check the previous night's / weekend's emergency call out jobs and register these on the SDM system (as above)
- E mail or, if necessary, print as job orders the repair requests registered on SDM and despatch these to the DLO or contractor.
- Issue confirmation to the tenant via e-mail, text or post of all jobs despatched.
- Ensure that useful tenant satisfaction feedback on the repair service is gained by inputting the returned satisfaction forms onto the relevant software system.
- Co-ordinate gas safety by close liaison with the specialist contractor(s) and the Technical Administrator.
- In particular, keep up to date records of gas servicing and advise the contractor(s) of access issues, expiry dates etc..
- Provide management with gas safety statistics on a routine basis.

Indirect customer support: administration

- Performing routine administrative tasks including dealing with incoming and outgoing post.
- Administer 'phone manager' ensuring that the automatic message is in place to cover Bank Holidays and the Christmas period and that any necessary call diversions are set up.
- Print off the meter readings of all office photocopiers and printer/ fax machines and send these via the online portal to the relevant company on the first of each month (or nearest working day.)

- Ensure that all keys being collected or handed in by contractors, DLO, customers or staff are registered on the key register.
- Maintain confidentiality of records and information relating to both customers and staff in accordance with Tuntum's Data Protection Policy.
- Carry out photocopying of bulks forms and other documents as needed.

Indirect customer support: teamwork

- Contribute positively to working in your team and across Tuntum to provide quality services to tenants and residents.
- Be aware of how your work impacts on the work of other departments and offer mutual support to foster a culture of 'one Tuntum.'
- Enact the Staff Charter, which states the values we embrace when working with each other.
- Contribute to our corporate tenant involvement work by joining in at least one tenant involvement initiative each year.
- Act in a professional manner at work and whilst representing Tuntum.

Training and personal development

- Attend training courses as directed by your line manager or that are mandatory for all staff.
- Maximise your personal development by positively contributing to induction, supervision, appraisal and team meetings.

Quality and regulatory compliance

- Understand the legal and regulatory framework in which Tuntum provides housing and support to tenants and residents.
- Continuously look to improve the quality of the Association's services, responding positively to customer feedback and complaints.

Health and Safety

- Work in accordance with Tuntum's policy and legislative requirements for health and safety and report any accidents or potential accidents and near misses.

Equality and diversity

- Manage and maintain services in accordance with the principles and practice of equality and diversity, taking account of individual needs and requirements.

Other

- Assist with other ad hoc duties as may reasonably be expected of you from time to time.