



Job title	Customer Support Administrator - Technical
Reports to	Customer Support Manager
Responsible for	N/A
Location	Head Office, 90 Beech Avenue, New Basford, NG7 7LW
Hours	37 per week Monday to Friday
Salary	Scale 4 point 18 - 21

Purpose

The role acts as the first point of contact for Tuntum, dealing with customers in a timely and positive manner in order to aid the business in running efficiently, alongside providing administrative support in relation to technical operations.

Disclaimer

Any job description provided to you by the organisation will not form part of your contract of employment unless specified otherwise. This job description details the major aspects associated with the post. It is not intended to cover every feature of the role in detail. The responsibilities of the role may develop over time and in your day-to-day work you are expected to undertake any reasonable duty as requested by your line manager, or in their absence, another senior officer of the Association.

Duties and responsibilities

1 Customer support

Greet customers, contractors and suppliers at Reception, answering or referring inquiries and informing the relevant staff member of their arrival when required.

Monitor visitor book; and acting as a gatekeeper for access into the building or offices.

Sort and distribute incoming and outgoing postal deliveries.

To assist with day to day administration of maintenance and act as a “central point” for the Asset Management and Maintenance Team.



To undertake filing for the Maintenance and Asset Management team and deal with correspondence in a timely manner.

Deal with frontline calls/enquiries/telephone messages for the asset management and maintenance team in a timely and courteous manner, taking ownership of the query or problem and attempting to resolve it personally (a 'one stop shop' approach).

Deal with e-mails concerning asset management and on-going repair queries sent directly to "admin/repairs" and administer the "jobs done" email, ensuring a reply within set service standards. Enter completed contractor and Direct Trade Operatives (DTO) orders/invoices onto the electronic system. Regularly reconcile for outstanding orders and invoices.

Deal with ad hoc administrative duties such as; printing, photocopying, scanning, filing and maintaining office supplies.

Liaise with tenants to make appointments for members of the Asset Management & Maintenance Team and DTO's.

Log jobs onto the IT management system, ensuring that all details are requested and amended in the process, and ensuring that there are no job duplications.

Chase and follow up jobs until completion, ensuring that the jobs are completed in the priority time as set by the Association. Liaise with contractors/DTO's if any orders are cancelled or delayed.

Provide administrative support to the Building Surveyors and DTO's.

Administer requests for minor adaptations and update information onto the IT management system.

Liaise with utility providers during the void process (gas and electricity) and raise void orders.

Update and maintain the emergency call out (ECO) contractor database and liaise with the organisation providing ECO cover to ensure records are up to date.

Maintain a warranty registration list.

Ensure that queries relating to defects are administered and dealt with.

Check the dedicated "repair" voice mail for follow up requests, register entries on the electronic system/call back/respond, as necessary.

Register repair/maintenance related compliments, complaints onto the IT management system and advise relevant staff members accordingly, supporting the complaints resolution process by flagging up deadlines.



Acknowledge all repair/maintenance related complaints, by email, text or letter, advising the customer of how the issue will be dealt with, by whom and to what timescale.

Receive rent payments at the office, issue receipts and reconcile all cash payments with Finance at the close of the office day.

Support residents who are 'online' to use the Tuntum website to 'self-serve', so that they are empowered to obtain information about repairs and maintenance directly.

Administer WhatsApp Messages.

Ensure that all keys being collected or handed in by contractors, DTO, customers or staff are registered on the key register.

2 Working in a team and with others

Provide cover as required, for the other Housing and Asset Management Team administrators in their absence.

Contribute positively to working in your team and across Tuntum to provide quality services to customers.

Be aware of how your work impacts on the work of other departments and offer mutual support to foster a culture of 'one Tuntum.'

Act in a professional manner at work and whilst representing Tuntum.

Maximise own personal development by positively contributing to induction, supervision, training, appraisal and team meetings.

3 Quality and regulatory compliance

Understand the legal and regulatory framework in which Tuntum provides housing and support to residents.

Continuously look to improve the quality of the Association's services, responding positively to customer feedback and complaints.

4 Record keeping and data management

Maintain accurate and up to date records ensuring that are stored and reviewed regularly in line with general data protection regulations (GDPR).



5 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.

Person Specification

Requirements	Essential	Desirable
Education	<p>A good level of written and spoken English.</p> <p>Competent in Microsoft Word, Excel and Outlook.</p>	
Knowledge	<p>A basic understanding of housing associations and their role.</p>	<p>Member of the CIH.</p>
Experience required	<p>Working within the social housing sector.</p> <p>Resolving customer enquiries.</p> <p>Office administration.</p> <p>Dealing with repairs and maintenance queries.</p>	<p>Supporting, empowering and liaising with diverse customers</p>
Skills and aptitudes required	<p>Able to manage difficult customers and their expectations.</p> <p>Able to put the customer first when under pressure and use initiative.</p> <p>Able to prioritise workload to meet deadlines and targets.</p>	
Personal qualities required	<p>Customer focused.</p> <p>Proactive and positive.</p> <p>Calm and methodical.</p> <p>Resilient.</p>	



Approved by:	<i>Joanne Page, Head of Housing & Sales</i>
Date approved:	02/05/2019