

Customer Service Advisor

About Us

Our Mission, Vision and Values

All our roles in Langstane Housing Association are focused on delivering our mission to **“provide homes and services that make a positive difference to peoples’ lives”**.

About the Role

Department	Housing	Location	Aberdeen
Reporting to	Customer Service Manager		
Responsible for	This role has no line management responsibilities		

Role Purpose

To ensure customers receive a fair outcome to their queries and where possible handle these queries as first point of contact.

Key Accountabilities

This role profile is intended to provide a general statement of the major tasks and activities of the job. This is not an exhaustive list of all detailed duties. During your employment with us you will be expected to undertake such other duties as may reasonably be required of you and that are broadly consistent with your role.

1.	Responding to customer queries, ensuring minimum customer service standards are adhered to and fair customer outcomes are delivered.
2.	Dealing with repairs from tenants at first point of contact, recording information and raising work orders on the housing management system.
3.	Processing and managing new housing applications from customers ensuring the information held on the housing system is an accurate reflection of the information provided
4.	Reviewing medical evidence received from customers in support of their housing application ensuring Langstane’s point allocation policy is adhered to

5.	Undertake general reception activities to support our customers and staff including mail processing and distribution
6.	Providing clear and manageable timescales to our customers ensuring we are managing expectations in line with our processes and procedures.
7.	Handling customer complaints at the first point of contact where possible and ensuing customers making complaints are delivered a fair outcome
8.	Dealing with customer queries wherever possible at the first point of contact ensuring Langstane's processes and procedures are followed.
9.	Making referrals to other internal teams where applicable when dealing with potentially vulnerable customers.
10.	Proactively managing customers' requests and applications.
11.	Processing invoices for repairs

About You

Criteria	Essential	Desirable
Qualifications / Training / Experience	<ul style="list-style-type: none"> Standard Grades / National 5s in English and Maths Up to 1 years customer service or housing sector experience 	
Skills / Knowledge	<ul style="list-style-type: none"> Fully proficient in updating, recording and maintaining electronic customer records; Proficient Microsoft Office skills 	<ul style="list-style-type: none"> Good understanding of basic data protection principles.
Personal Qualities / Our Values	<p>Our Values:</p> <ul style="list-style-type: none"> Valuing People Relying on Teamwork Aiming High: Attention to detail Prudent financial managers Open & accountable Move with the times 	
Other Requirements		