|  |  |  |  |
| --- | --- | --- | --- |
| Job Title: | ASSISTANT CUSTOMER SERVICES MANAGER | | |
| **Business:** | **TW East Midlands** | | |
| **Location:** | **Leicester** | | |
| **Reports to:** | **Customer Services Manager** | | |
| **Direct Relationships:** | Customers, Site Managers and Heads of Departments |  | |
| **Main Interfaces** | Customers, Sub-contractors, Customer Service Administrators, Site Managers, Sales Executives, Mobile Repair Technicians and Internal Departments, Heads of Departments | |  |

|  |
| --- |
| Overall Purpose |
| To meet with and ensure our new home customers receive polite, clear communication at all times and quality of service to meet their reasonable expectations throughout the customer journey until the end of their NHBC warranty. Reporting directly to the Customer Service Manager you will play a key role within a forward thinking department. You will be required to schedule and project manage small works of minor remedial works to completed homes, travelling the East Midlands area. You will manage both our own in house technicians and our sub-contract maintenance operatives |

|  |
| --- |
| Key Activities |
| Assisting in Organisation and management of customer enquiries and remedial works |
| * Monitor the customer services communications and respond appropriately * Order materials and deploy sub contractors as deemed necessary. * Use our established Customer Services computer system. * Ensure all customer records are kept up to date * Act as first point for customer complaints * Investigate and respond to customer complaints promptly both verbally and in writing * Liaise with customers and sub-contractors to ensure remedial works are resolved in a timely manner * Deputise for the Customer Services Manager as and when required * Assist in providing feedback to other departments in relation to repetitive matters. * Liaise with Housing Associations for remedial works and ensure they are resolved * Liaise with our out of hour’s emergency service provider to assist with the management of our out of hours customer contact. * Ensure the preparation and issue of weekly reports for senior management. * Ensure preparation and issue of weekly exception report to each site. * Book your own appointments with customers during normal working hours * Check on completed works |

|  |
| --- |
| Health, Safety and Environment |
| * Manage your own Health and safety at all times * Ensure all personnel are aware of the Customer Services HSE Manual * Programme work activities for operatives with a safety first approach |

|  |
| --- |
| Assist in training |
| * Ensure personnel are trained in the relevant aspects of Health and Safety. * Assist in ensuring staff have adequate product knowledge and training. * Arrange to meet with sub contractor and suppliers to improve delivery of customer care. |

|  |
| --- |
| Key Competences |
| * Customer focus. * Adaptability. * Decision making. * Interpersonal influence. * Time management * Thoroughness. * Full UK Driving Licence |

|  |
| --- |
| Key Experience |
| * Experience of dealing with customers at all levels. * IT Literate * Excellent communication skills both written and oral * Knowledge of new home building/construction industry * Trade background but not essential * Product knowledge of home components but not essential |

If you wish to be considered for this role then please apply to Lois Preira [lois.preira@taylorwimpey.com](mailto:lois.preira@taylorwimpey.com) by Tuesday 14 April 2015