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| Job Title: | CUSTOMER SERVICES ADMINISTRATOR | |
| **Business:** | **TAYLOR WIMPEY NORTH EAST** | |
| **Location:** | **SUNDERLAND** | |
| **Reports to:** | **Customer Services Manager** | |
| **Main Interfaces** | Customers, Sub-Contractors, NHBC, MRT’s and internal departments |  |

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| Overall Purpose |
| To supply administrative support to the Customer Services Department and communicate effectively with customers. Also to ensure that all documentation is up to date and filed as required. |

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| Key Activities |
| Maintenance of the Customer Services Database |
| * Enter data to computer system to ensure good communication links are maintained * Enter data to computer system including the familiarisation visit date, build completion date and courtesy visits * Input correspondence and telephone calls to the computer system * Ensure all defects are clearly recorded on the computer system and deploy contractors as necessary |
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| **Organisation and management of customer complaints** |
| * Monitor Customer Services Inbox * General Administration Duties * Receive and log all telephone calls from Customers * Order materials and deploy sub-contractors as deemed necessary * Ensure the preparation and issue of the weekly defects report for each site as directed by the CSM * Ensure the preparation and issue of weekly exception report to each site as directed by the CSM * Liaise with the NHBC claims department as required * Provide feedback to the technical department in relation to defective materials etc. * Ensure all relevant documentation is in customer plot files * Archive site information as required |
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| **Health, Safety and Environment** |
| * Ensure all personnel are aware of the Customer Services HSE Manual |

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| Key Competencies |
| * Customer focus * Adaptability * Decision making * Interpersonal influence * Time management * Thoroughness |

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| Key Experience |
| * Experience of dealing with customers * Management of a number of concurrent activities * IT Literate |

If you would like to be considered for this position please send your CV to Sarah Whittingham, Customer Service Manager ([sarah.whittingham@taylorwimpey.com](mailto:sarah.whittingham@taylorwimpey.com) by Friday 17th July 2015.