**Job Description**

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| **Job Title:** | **Customer Service Administrator** |
| **Accountable to:** | **Customer Service, Admin & Compliance Manager** |
| **Location:** | **323 Roundhay Road, Leeds** |
| **Hours:** | **Full Time / Job Share** |
| **Salary:** | **£12.00 per hour** |

**Job Purpose:**

To work as part of the busy Customer Service administrative team whose remit is to be the first point of contact for all enquiries and referrals received by Care & Repair, including enquiries for our Home Plus (Leeds) service and the Technical service; providing advice and information; managing and processing all referrals appropriately. To provide high quality administrative support to ensure that all services operate smoothly and efficiently. To ensure an excellent standard of customer service is achieved and that customer contact is maintained until each client case is closed.

**Main Duties and Responsibilities**

1. Work as part of the team responsible for receiving all incoming calls and face-to-face callers to the office, being part of the reception service on a rota basis, always providing a professional and polite response.
2. As part of the team, have responsibility for opening up and locking up the reception.
3. Deal with enquiries, providing advice and information, interrogating the CRM system as necessary, and directing calls to other colleagues where required.
4. Accurately input referrals for services onto the CRM system, ensuring that all key information such as referral source is recorded. Update with notes as necessary.
5. Allocate cases into the Case Worker referral pot via the CRM system
6. Monitor the Case Worker referrals pot to ensure they are being picked up by Case Workers in a timely manner
7. Allocate Home Plus client referrals to the partner organisations and other relevant organisations.
8. Process and raise job sheets to send out to contractors, liaising with the referrer and contractors via telephone and email as necessary and keeping the client informed.
9. Monitor and respond to enquiries and referrals received through the general enquiries email address, Home Plus email address and NHS secure email address.
10. Liaise with the Customer Service Manager on referrals not fitting within service criteria guidelines.
11. Maintain a professional relationship with contractors, customers and colleagues.
12. Support with the management of contractor invoices where needed
13. Open all incoming mail, referring all finance correspondence to the finance team, frank all outgoing mail at the end of the day, and take it to the Post Office.
14. Provide general administrative support to the SMT, including filing, photocopying, scanning, and mailing out.
15. Support the Client feedback process by making feedback calls and recording information via CRM system.
16. Carry out telephone assessments to identify customers’ additional needs for services, and at times, carry out telephone surveys for completed services.
17. Provide admin support to the Technical Team in various projects when necessary.
18. Participate in all available training for CRM and telephone systems to ensure that best results are always achieved.
19. Attend all meetings relevant to supporting the Home Plus (Leeds) Service, as well as staff meetings and departmental meetings.
20. Support and embrace the continuous development and improvement of administrative processes and systems to enable colleagues to manage workloads to maximum efficiency and provide excellent customer service.
21. Support the new cross skilling programme by actively participating in skills development and specific training sessions designed to expand and improve each individuals’ knowledge and experience of other areas of the organisation.

**Policies and Procedures**

1. Adhere to the requirements of the General Data Protection Regulations 2018 in respect of client confidentiality and disclosure of data, always following information governance policies and procedures.
2. Adhere to all policies and procedures set out in Care & Repair Leeds Employee Handbook.

**General**

1. Demonstrate a personal commitment to the vision and values of the organisation, and actively promote a positive and respectful culture based on the values.
2. Identify own training and development needs in conjunction with the Customer Service Manager and participate in training opportunities and regular supervisions.
3. Take reasonable care of your own health, safety and welfare, and that of other people who may be affected by your actions or omissions, complying with Care & Repairs’ health and safety policy and procedures.
4. Assist in marketing and promoting all services, attending events as appropriate, and always representing the organisation in a knowledgeable and professional manner.
5. Undertake any other reasonable duties as required to affect the smooth running of the organisation.

**Person Specification**

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| **ESSENTIAL**  Skills/knowledge/abilities | * Experience of dealing with telephone enquiries * Ability to record information accurately, concisely and in a timely manner * Excellent telephone manner * Excellent listening and communication skills * Caring and compassionate approach to customer service * Experience of providing administrative assistance in an office environment * Proficient with Microsoft Office programmes, including Word, Excel, and Customer Relationship Management (CRM) databases * Attention to detail and accuracy * Ability to plan and prioritise tasks effectively * Ability to be a highly organised and self-motivated person who can efficiently and effectively manage a wide variety of tasks and objectives * Ability to manage own time, work independently using own initiative, be flexible, and work to deadlines * Ability to manage relationships at all levels and to sustain teamwork approaches * Experience of working within and across different teams * Willingness to undertake personal and professional development and training * Knowledge and understanding of General Data Protection Regulations 2018 requirements in handling confidential information * Commitment to Care & Repair’s Equal Opportunities Policy * Knowledge and understanding of Safeguarding policy and procedures |
| **DESIRABLE** | * Experience of working with older, disabled and vulnerable people * Ability to collate, analyse and report on data * Ability to speak other languages |