

# Yorkshire Housing Role Profile

<b>Job title:</b>	Customer Experience Advisor	<b>Leader of others:</b>	No
<b>Reports to:</b>	Team Manager (Customer Experience)	<b>Contract type:</b>	Agile Homeworking
<b>Business Area</b>	Customer Experience	<b>Budget holder?</b>	No

## Job purpose

To be the first point of YH contact for all customers whether it be by calls, emails, web chat, portal or text – however they get in touch. You'll be part of a friendly and focused Customer Experience Centre Team; providing a fantastic and positive customer experience no matter what the conversation entails. Your aim will be to deliver exceptional levels of service to a diverse customer base. Quite frankly it's about being Customer Obsessed!

## What you'll be getting up to

- Providing an excellent customer obsessed experience within a fast paced high performing contact centre team focusing on first time resolution.
- Working closely with internal and external stakeholders to ensure a quality and seamless customer journey.
- Being the friendly, calm, reassuring and professional first point of contact for YH customers and anyone who contacts us.
- Having a confident and proactive approach to dealing with a wide variety of queries including income, tenancy management, repairs, lettings and ASB.
- Creating and updating customer records using the relevant system while on the call, ensuring details are accurate.
- Proactive in keeping customers up to date with information relating to their queries when appropriate. This could include outbound calls, emails, web chat, portal and SMS – whatever they prefer.
- Promoting and assisting customers to use the self-service portal where this is suitable for them and gives them the best customer experience.
- Booking and scheduling appointments with and for customers to receive the required YH service, this will include repairs and tenancy management visits.
- Effectively signposting to the relevant internal or external agencies as required, this will include the escalation of income queries, independence support visits and tenancy management that needs specialised advice.
- Identifying, assessing and reporting any safeguarding issues or concerns to a designated Safeguarding person, whilst supporting the customer on the telephone.
- Maximising YH's rental income by providing a proactive and efficient payment collection service, calculating account balances, and negotiating affordable and sustainable payment plans with customers to assist customers with all aspects of income.
- Taking payment from residents for YH services, including setting up direct debits, applying recharges and where appropriate agreeing payment plans in line with defined business rules.
- Provide support, advice and signposting to ensure customers have the correct debt and money management advice and information.
- Ability to take payments, calculate account balances and negotiate affordable and sustainable payment plans with customers.

- Processing refund submissions for the attention of the Income Officer
- Respond to secure Local Authority emails regarding account balances, overpayments, arrears, service charges and rents.
- Receive and act upon all customer contact regardless of channel, updating the system and facilitating next steps to ensure all YH business rules and the needs of the customer and their experience are considered.
- Positively deescalating and logging customer complaints by all channels, recording detailed information and capturing the required outcome from the customer.
- Refer to relevant processes and next steps to meet the needs of our customers effectively and efficiently to enhance the customer experience and interactions with YH
- Carry out other duties that may reasonably fall within the responsibilities of the role.

### Sounds good? Here's what we need from you...

#### The main things:

- Being customer focused or as we say at YH "Customer Obsessed".
- A proven ability to identify customer needs through effective active listening.
- Using your excellent people and communication skills to adapt to and deal with each and every query effectively to meet the individual customer's need.
- An articulate, calm, empathetic and clear telephone manner.
- Confidently demonstrate excellent verbal and written communication skills
- Be a quick, solutions focused thinker and be able to work on initiative independently.
- Proficient in the use of ICT systems and Microsoft packages including Word, Outlook, Excel and MS Teams.
- Being responsible for your own time management, having the ability to prioritise calls and adhering to your work schedule and meet your own KPI's.
- Flexible and adaptable with strong organisational skills.
- Excellent attention to detail and able to present written and numerical information quickly and accurately.
- Personal values and approach that align with YH's values.
- An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers.

#### It would be a bonus if you have:

- Contact Centre experience
- Housing experience
- Complaint handling
- Experience of responding to on line queries
- Experience of using a Customer Relationship Management (CRM) System
- Housing benefit/Universal credit knowledge

#### Our values:

We're looking for people who want to get stuck in and make a positive difference to people's lives. We want you to own the work you do and **achieve impact**.

You'll **make it happen** by **being curious** and **creating trust** with our customers and each other. We want you to love what you do and **have fun** along the way.