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| **Job title:** | Customer Aftercare Advisor |
| **Department:** | Customer Aftercare |
| **Responsible to:** | Customer Aftercare Manager |
| **Responsible for:** | NA |

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| **Job Purpose:** |
| To coordinate the daily workloads and priorities of the Customer Aftercare Technicians and support the wider Customer Aftercare Team in the day to day handling, reporting and resolution of customer aftercare queries. Daily contact with suppliers and sub-contractors. Liaising with all departments and areas of the business for information, support and reporting. Communicating with customers, providing updates on outstanding matters and delivering a high quality Customer Aftercare at all times. |

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| **Main Duties and Responsibilities:**   1. **Provide effective management of customer issues, working collaboratively with colleagues**  * Provide effective and skilled resource to manage and resolve customer issues in a timely manner * Monitor and track outstanding works and prioritise appropriately * Ensure the Customer Aftercare Technicians activities protect and promote the Story Homes brand and reputation * Ensure that all customer contacts are recorded and monitored * Effectively prioritise focus and workload for the field based team * Keep abreast of customer defect volumes and activities * Answer and process all customer aftercare contacts in line with set targets and quality expectations * Arrange remedial works in conjunction with the field based team * Establish exact customer requirements through rapport and questioning * Notify new appointments and work required to appropriate colleagues and contractors  1. **Provision of customer aftercare management information and insight**  * Identify and deliver plans to address emergency response specialist partners. * Produce accurate data on a weekly basis to contribute and build reports to ensure dates and deadlines are met * Distribute feedback data and analysis to colleagues, updating of key systems * Produce ‘sign off’ for jobs completed via appropriate systems * Record contra charges for each job * Process Customer Aftercare Technician timesheets, log on appropriate systems and distribute to key colleagues * Feedback trends to Team Leader |
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| **Key Attributes** | Core:   * High standard of telephone and written communication * Excellent communication skills * Attention to detail * Good working knowledge of IT systems, including MS Office * Ability to work on own initiative as well as part of a team |
| Desirable: |
| **Qualifications/**  **Experience** | Core:   * Experience of working in a customer service environment * Experience of interpreting and analysing data |
| Desirable: |

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| **I confirm I have read and understood my job description.** | | | |
| Employee Name |  | Date |  |
| Employee Signature |  | Date |  |
| Line Manager Signature |  | Date |  |

I*t is a requirement of Story Homes that all staff work in a flexible manner compatible with their job and in line with the objectives of the company. Please note that the job description for this position may be reviewed and amended to incorporate the future needs of the business.*