

Hales & Coultas

Job Title: Apprentice administrator

Job description

To support the smooth delivery of Customer Care for individual properties pre and post installation in a busy heating and plumbing environment. Working from the office and home to deliver an excellent level of customer satisfaction.

To liaise with tenants/customers pre and post installation/works ensuring their individual satisfaction, and work within the commercial team to deliver the service.

General administration duties in relation to the customer care services and contractually compliant paperwork.

Main Responsibilities:

- Preparing and scanning client documentation and post
- Answering the phone and diverting calls to the correct departments
- Returning client records
- General Office Administration
- Administrative duties relating to contract support
- Liaising with clients face to face over the telephone and via email
- Chasing clients for information
- Booking appointments
- Booking staff training
- Support the senior administrator in any other duties as required

Knowledge, Skill and Experience

- Sound experience of working within a customer care environment
- Good knowledge of IT systems and experience of working with computerised systems such as word, excel or alternative customer booking systems
- Understanding of customers disabilities, needs and the help required
- Good communication skills, both oral and written
- Problem solving and decision making skills
- Ability to deal with difficult/irate customers in an appropriate professional manner

Creativity and Innovation:

- Prioritising workloads to meet deadlines.
- Assist in the development and introduction of new methods of working to improve service delivery to our customers.
- To work in partnership with contractors and customers to ensure the service is responsive in following the ethos of best value whilst maintaining the highest level of customer focus.

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Contacts and Relationships:

- Participate as an active member of the team, and report to the Senior administrator
- Contacts with partner contractors on a daily basis in achieving the highest standard of customer liaison

Equality & Diversity

- Recognise that different people and groups have different needs.
- Understand our customers' needs & make reasonable adjustments and proportional changes to processes and procedures in order to meet them.
- Treat everyone with dignity and respect at all times

Note:

Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility. This job description is provided for guidance only and does not form part of the contract of employment.