

Customer Care Operative

Job/Position Title:	Reporting to:
Customer Care Operative	Customer Care Manager & Customer Care Co-ordinator
Summary/Purpose of Job:	
<ol style="list-style-type: none"> 1. To carry out essential warranty works relating our properties for our customers. 2. To provide our customers with a first class after sales service. 3. To ensure quality standards are up to the highest standards. 4. To carry out Home Demonstrations introducing customers to their new homes. 	

Job Specific Key Tasks/Responsibilities:
<p>Day to Day Responsibilities:</p> <ol style="list-style-type: none"> 1. To carry out and works relating to properties as directed by the Customer Care Manager & Customer Care Co-ordinator which will include basic trade skills involved in the construction industry, such as carpentry, decorating, mastic works, etc. Working in a clean methodical fashion to an agreed programme and deadlines. Forward planning ensuring the correct materials and tools are readily available. 2. To report any problems or extra works requested by customers to the Customer Care Co-ordinator immediately. 3. To always work clean and use suitable protection for all work areas. 4. Complete detailed Audit report with photos and text describing issues and works so it is clear for the head office team to understand the issues. 5. To carry out necessary paperwork to meet company requirements. 6. To maintain good relations and follow all company procedures for carrying out work in and around C&C Group properties. 7. To be punctual and polite at all times to C&C Group customers and work colleagues 8. Liaising with customers to ensure that they receive the service they expect. 9. To ensure the Customer Care Co-ordinators are kept updated each day with progress so issues can be closed down. 10. Correct use of Mcare to ensure we are closing down issues within SLA's 11. Assist in diagnosing different issues on our listed buildings - leak identification and finding the source. 12. To support other teams at busy periods to ensure the business targets are achieved such as year end plots preparation. 13. To ensure that published Authority Levels are adhered to at all times. 14. To assist the Customer Care Manager with - Inspections, Home Demonstrations, build/ Sales meetings and dressing of show homes and communal areas for Interior Design 15. All works as required of you to meet our targets and deadlines to ensure we have really positive customer feedback surveys.

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All City & Country Employee Key Tasks/Responsibilities:

1. To read, understand and adhere to all the principles set out in the **City & Country Vision, Values and Culture** document.
2. To positively embrace and follow the procedures in **Roles & Responsibilities**, the **Key Interaction Stages Summary (KISS)** and the relevant **Departmental Procedures**.
3. To work diligently to achieve or exceed the agreed **Personal, Departmental and Corporate Objectives**.
4. To use the **City & Country Challenge** principles for all Manager and Director approvals.
5. To ensure that published Authority Levels are adhered to at all times.
6. To abide by all Company HR Policies.
7. To manage and allocate all resources effectively within your control on a day-to-day basis.
8. To be aware of all published best practice guidelines, legislation and regulations relevant to the role in order to discharge your duties in a well-informed and competent manner.
9. To read, understand and adhere to the **City & Country Health & Safety Policy**.
10. To nurture strong and mutually beneficial relationships with the other departments to improve communication, understanding, forward planning and delivery of the projects.
11. To represent the Company in a professional and ethical manner to strengthen and enhance the brand and reputation of the Group.

Experience Required:

Qualifications/education required:

1. A trade qualification is desired

Experience required:

2. General knowledge and competence to carry out the following maintenance works: carpentry, plastering (making good), ceramic tiling, roofing, painting & decorating, basic plumbing, mastic works, external works/drainage.
3. Thorough knowledge of the company and its products and processes
4. To have a thorough understanding of the Company Health & Safety requirements.
5. To be computer literate.
6. You should be able to view issues practically and be able to solve problems by elimination or investigation.

Any particular aptitude/skill required:

- Excellent organisational skills.
- Excellent time management skills.
- Excellent decision making skills.
- Excellent analytical and problem solving skills
- Commercially aware
- Excellent communication skills

Personal characteristics required:

- Self motivated
- Ability to make own decisions & work on own initiative
- Ability to priorities activities and manage a busy and demanding role
- To be enthusiastic and have a pleasant manner
- Trustworthy & discreet

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Essential Skills/Competencies/Qualifications Required:

1. Product Quality – *Excellent*
2. Product Knowledge & Understanding – *Excellent*
3. Health & Safety – *Excellent*
4. Presentation – *High*
5. Site Administration – *High*
6. Programme Management – *Excellent*
7. Cost Management – *Excellent*

As a member of the Customer Care team visiting external customers, it is imperative that a good company image is portrayed and to those ends you must ensure any company vehicle that you may use is regularly cleaned and that your uniform is always clean and presentable at the start of each working day.