

PROGRESS HOUSING GROUP



JOB DESCRIPTION

Post Title:	Progress Connect Officer – Online Services	Grade:	6
Responsible to:	Progress Connect Team Leader		
Based:	Sumner House		

Job Summary

As part of Progress Housing Group's Customer Contact team, the post holder will deliver exceptional customer service through our social media platforms and work collaboratively with team members and other departments to ensure first contact resolution to customer enquiries received via our online channel.

The post holder will have excellent communication skills and be able to deal with a wide range of people providing a first class customer service. Be able to work as part of a team, be well organized and able to use own initiative. There is also a requirement to answer incoming phone calls on a rota basis.

1. Effectively monitor the Group's digital enquiries and investigate issues and formulate responses within normal business hours to resolve customer complaints and queries.
2. Respond to online queries generated through the customer self-service application and website.
3. Receive and deal with a wide range of enquiries from customers and to use own judgment and the Group's procedures to respond to such enquiries at the first point of contact with the aim of first point resolution. This will include logging contacts, scheduling appointments, initiating written or verbal responses.
4. Monitor and update the Progress Connect Team Page, ensuring that all information is relevant and accessible and is constantly updated and reviewed to provide an efficient internal customer service.
5. Make best use of the main reception area where possible updating the display monitor with relevant and priority information for our customers.
6. Maintain the brand 'voice' and reflect the Group's values in all communications
7. Make a positive contribution to our high customer service standards and targets
8. Comply with the Group' Data Protection policies
9. Undertake telephoned based surveys of tenants and other customers to measure against performance standards and targets set

10. Ensure that the Group's IT systems are updated in a timely and accurate manner and that online enquiries are logged against customer records
11. To receive, prioritise and register repair requests onto the Group's IT systems and to schedule an appointment with the customer at the point of enquiry
12. Arrange for the scheduling of appointments to enable contact resolution for Housing Management
13. Where enquiries cannot be resolved at the first point of enquiry to schedule a task or appointment to an appropriate team, or member of staff, to deal with the enquiry and to ensure such tasks are monitored so that closure of the enquiry is done within agreed timescales
14. To ensure service standards and performance standards set for the team are met

General responsibilities

1. Any other duties to reflect the changing workloads and priorities of the team and the Group including taking incoming calls where necessary
2. In carrying out the duties and responsibilities of this post, comply with the Group's policies and procedures
3. Receive training and support the training of other staff, as required
4. Respond to correspondence on issues covered in this job description
5. Liaise with other sections and departments as appropriate
6. Provide the services specified in this job description for customers of other associations, as required
7. Participate in a duty rota to ensure adequate staffing cover during normal opening hours (currently 8am - 6pm)
8. At all times present a professional, customer-focused image for the Group

Corporate Responsibilities

1. Work in line with the Group's core values
2. Participate in the Group's Personal Review and Development Plan (PRDP) process.
3. Comply with the Groups Equal Opportunities, Customer Care and Health and Safety policies.
4. Undertake any training considered relevant to the performance of the duties of this post in furtherance of the Group's objectives.
5. Adopt a corporate, co-coordinated and co-operative approach to working.
6. Any other duties to reflect the changing workloads and priorities of the Department and the Group.

Signature:

Date:

PROGRESS HOUSING GROUP

PERSON SPECIFICATION

Post Title:	Progress Connect Officer – Online Services
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Reporting to:	Customer Contact Team Leader	Location:	Sumner House
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CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
<u>QUALIFICATIONS</u>		
1. GCSE or equivalent in Maths and English at Grade C (Level 4) or equivalent with a high standard of written communication	E	Application Form/Certificates
2. Relevant customer service qualification	D	
<u>BACKGROUND KNOWLEDGE AND ABILITIES</u>		
1. Experience of working in a customer service environment and managing customer contact received via online channels	E	Application Form, Interview and Assessment
2. Experience of reputation management on social media channels	D	
3. Has an understanding of social housing and social housing law	D	
4. Use of, and competency in, Word, Outlook and Excel	E	
5. Understanding of Data Protection legislation relating to the storing and processing of customer data particular in relation to online communication	E	

CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
<u>BEHAVIOURAL SKILLS</u>		
1. Ability to deal with customers in a professional customer focused manner either by telephone, face to face, in writing or using digital technology	E	Application Form, Interview and Assessment
2. Demonstrate a commitment to putting the	E	

customer first and the ability to deliver a consistently high quality service		
3. Ability to use initiative and plan ahead	E	
4. Ability to work towards performance targets	E	
5. Ability to work well under pressure and manage own workload	E	
6. Has a 'can do' problem solving approach	E	
7. Flexible and willingness to learn	E	
8. Tenacity, perseverance and positive approach to deal with problems and change	E	
9. Willingness to embrace change	E	
10. Positive approach to new technology	E	
11. Be open to feedback without being defensive	E	
12. Ability to follow operational procedures and processes.	E	
13. Ability to maintain confidentiality	E	
14. Ability to use interpersonal skills to work co-operatively with colleagues, other teams and external agencies	E	
15. Ability to deal sympathetically and firmly with customers in difficult situations	E	

CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
<u>OTHER REQUIREMENTS</u>		
16. To participate in a team rota to provide a service from 8am until 6pm		Application form and interview