**Customer Support Co-ordinator**

We are looking for a confident and motivated Customer Support Co-ordinator to make things really happen for our customers, putting them at the heart of everything we do.

The Customer Support Co-ordinator (CSC)is responsible for the day to day management of the administration relating to all customer issues, including complaints.

The successful candidate will take ownership of all ongoing customers’ issues and will be responsible to allocate resources including Customer Service Operatives and contractors to undertake work in customers’ homes.

Working closely with the Head of Customer Service, the Customer Support Co-ordinator will be responsible for the collation and management of information and data upwards for analysis dealing with escalations of customer issues, where appropriate.

This is an exciting opportunity for a professional with great interpersonal, communication and relationship skills who can meet and exceed our customers’ expectations and help them with every step of their journey.

**The Role:**

* Monitor the Customer Services Inbox
* Receive and log the results of all telephone calls and emails from Customers
* Ensure the preparation and issue of the weekly defects report
* Ensure the preparation and issue of weekly exception report
* Liaise with the NHBC claims department as required
* Ensure the correct allocation of work to the Customer Support Operative team, the existing site teams and / or contractors to fix issues that have arisen in new customer homes.
* Allocate any NHBC inspections and other inspections as required
* Oversee the work of contractors and report on poor contractor outcomes to the Head of Customer Service
* Ensure materials are available in store on site as they are needed
* Co-ordinate the scheduling of the Customer Relations Manager’s diaries.
* Maintain reasonable timescales for customers for any remediation works, and ensure that customers are kept informed throughout any process taking place in their home
* Address unsuccessful/poor remediation of customer issues.
* Undertake defect reporting for the Customer Support Manager, keeping them aware of defects which are cropping up regularly
* Monitor customer and issue handling
* Follow the complaints and escalated complaints procedure
* Ensure that out-of hours services and reporting work effectively
* Maintain complaint spreadsheet and provide weekly updates to the management team
* Acknowledge and correspond with complainants within agreed timeframes
* Summarise and recommend to the management team resolutions
* Ensure that all complainants receive regular updates relating to their complaint
* Provide reporting to the management team
* Order materials for the team, process PO’s and invoices. Undertake any contra- charging and raise cheques
* Ensure data is being pulled and recorded for all customer issues and KPIs.
* Ensure that Health and Safety is followed and site regulations are adhered to.

**The Person:**

* Fantastic Interpersonal, communication and relationship skills
* Ability to work independently, prioritise work and take initiative
* Able to demonstrate efficiency and reliability in previous roles
* Ability to think ahead and forecast customer issues
* Face to face customer services experience
* Works well under pressure/in a fast moving environment
* Customer Complaint handling experience
* Excellent written English
* House building or related industry experience (desirable)
* English language qualification to A level standard (desirable)

If you are successful at interview and the Company considers making an offer of employment, you may be asked to give your consent to the following pre-employment check[s] being undertaken by our third party provider, Experian (or any other appropriate third party provider that the Company chooses to engage).

The type of checks made will depend on the role in question but may include any or all of the following

Criminal records (DBS);

Credit reference

DVLA

The purpose of such checks will be to assess your suitability for the role. If it subsequently transpires that you have given incorrect, false or misleading information, your application will not be taken further.

**In order to be successful in this role you must be able to prove eligibility to work in the UK.**

**The Company:**

Taylor Wimpey is a FTSE 100 business and one of the largest residential developers in the UK, building new homes and communities across England, Scotland and Wales.

Our vision is to become the UK’s leading residential developer for creating value and delivering quality. We build over 10,000 homes each year, from one-bedroom apartments to six-bedroom houses all across the country.

Our people are passionate about the house building industry and about our customers. Culturally we pride ourselves in having a diverse work force with an opportunity to grow a career in a variety of environments. We look to develop our people in the skills and areas they are most interested in so if you are looking to join a thriving company going through an exciting period then please get in touch.