

Customer Repairs Officer

Salary: Band 5 - £25,652 - £27,363 p.a.

Posts available (please clearly state in your application which post you are applying for):

- **37 hours per week Monday to Friday (operational hours are 08:00 - 17:00 and there is a weekly rota to ensure this is covered)**
- **14.8 hours per week (Monday plus one other day)**

Permanent

Who are we looking for?

We are looking for a Customer Repairs Officer to join our Customer Repairs Team supporting all our building maintenance teams.

Candidates must be enthusiastic, good communicators, organised, methodical and able to prioritise multiple demands.

What can we offer?

We will support you by providing opportunities to train and develop your existing knowledge and skills, as appropriate.

As a service we take pride in our work by valuing others, focusing on what is important so that we make a real and positive difference.

What is the Role?

You will be based at one of the Area Housing Offices working as part of the Customer Repairs team reporting directly to the Senior Customer Repairs Officer and Assistant Customer Repairs Manager

The Customer Repairs Officer role will be supporting the Building Repairs teams providing a repairs service. You will work flexibly in a call centre and be part of a rota which is regularly reviewed and adjusted appropriately to meet the demands of the service undertaking your contracted hours.

You will act as the main point of contact for residents, leaseholders, PCC employees and site managers who are requesting repairs. You will need to be able to collect accurate repair information and ask effective questions ensuring that the right resource is allocated to undertake the repair at the right time that is convenient with the customer.

You will also support all the Building Repairs teams providing a repairs service by carrying out a range of technical administrative duties including, updating repairs following authorisation of quotes, customer satisfaction surveys, administering

Disabled Facility Grants (DFG) requests, uploading information to our stock database, arranging surveyor and annual service appointments.

Who is the person?

Your application needs to demonstrate that you:

1. Ideally have experience in a telephone or call centre role, managing large amounts of inbound and outbound calls in a timely manner
2. Have customer service experience, strong phone and verbal communication skills along with active listening skills.
3. Able to develop relationships with residents and building occupiers, asking the right questions to get the information required, as well as someone who shows empathy for people who may be in difficult situations.
4. Ability to remain calm & professional when dealing with difficult customers.
5. Can work independently, is well organised, methodical and able to prioritise and manage multiple demands.
6. Can be assertive and challenging while dealing professionally with service users.
7. Be able to work as part of a team to ensure a smooth delivery of the service and be flexible in being able to adapt to the demands of the team.
8. Have experience of undertaking a range of administrative tasks effectively to support others.
9. Have experience and be competent using a variety of IT databases and systems to update them in timely manner with accurate information.
10. Have a positive attitude towards work, be resilient, embrace change and actively work with your colleagues to improve the service offered to customers.
11. Ideally have some knowledge of building repairs, although training will be available

For an informal discussion about this post, you can contact Teresa Sully on 07951 497 607.

When completing the application form, please thoroughly tailor your application to the 'Who is the Person' points with the use of examples from your experience. This is really important or you are likely not to be shortlisted.

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.