

Customer Care Technician / Operative

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Company: Building Careers UK

Location: Warrington

Category: construction-and-extraction

Are you passionate about delivering exceptional customer service? Do you thrive in a fast-paced environment where problem-solving skills are key? If so, we have an exciting opportunity for you to join a leading organisation as a Customer Care Technician/Operative.

Our Client

The North West regional division, of a 5-Star PLC House Builder.

A FTSE 250 listed company and a leading UK house builder serving local communities across the UK and delivering around 10,000 homes a year. operating from over 20 regional units throughout The UK, with multiple housing brands to boot.

Role Overview

As a Customer Care Technician/Operative, you will play a crucial role; visiting customers in their new homes, within the 2 year warranty defect period, directed by an office-based team to address & rectify recorded issues, concerns, snags & defects raised by customers, ensuring all necessary repairs and maintenance are completed to the highest standard.

Key Responsibilities

Manage and prioritise workloads in order to complete high-quality remedial works in a timely manner.

Provide quality remedial works, in line with NHBC industry & group standards, policies &

procedures.

Minimise costs associated with remedial works and adhere to the sign-off and cost recording policies.

Complete all required online reporting via an Operative App.

Liaise with and monitor subcontractors where appropriate, to complete inspections of reported defects, providing full details of agreed works to both the customer and the in-house Customer Care Co-ordinators.

Requirements

Previous experience in a similar role, preferably within the new build housing industry.

Preferably be from a joinery background with a strong multi-skilled offering (Other trades backgrounds will be considered).

Skills including but not exclusive to painting, plumbing, plastering.

Strong technical skills across a range of trades, with the ability to diagnose and repair common household issues.

Excellent communication and interpersonal skills, with a customer-focused approach.

A proactive attitude and the ability to work independently with minimal supervision.

Full UK driving license.

Competitive salary & annual bonus.

Company vehicle provided with fuel card for business use.

Opportunities for training and career development within a leading organisation.

Pension scheme and other company benefits including life cover, health-care etc.

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