

United Kingdom Jobs Expertini®

Customer Liaison Assistant x2

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Company: Avant Homes

Location: United Kingdom

Category: computer-and-mathematical

The Role

Are you organised, customer focused and possess excellent administration skills?

Do you have experience of complaint handling within a customer service environment?

If the answer is yes, then look no further, your next career could be with us!

This is an exciting role and opportunity for a customer service driven individual who will be responsible for daily liaison with our customers over the phone, answering queries, trouble shooting and offering solutions, whilst offering the fantastic service that our clients have come to expect.

Key duties and requirements

Joining the team as Customer Liaison Assistant, you will be responsible for but not limited to; Ensuring all calls and emails received into the department are managed appropriately and issues are logged onto our ERP system, COINS.

Taking ownership of queries, resolving non-complex issues yourself and escalating more complex issues to your Head of Customer Service.

Liaise between Site Management teams, Customer Care Technicians and external Sub-contractors to ensure all remedial works are completed efficiently, in accordance with the NHBC Buildmark Warranty and in line with the company's stated Service Level Agreements.

Maintaining reasonable timescales for customers for any remediation works and ensuring that

customers are kept informed throughout any process taking place in their home.

Providing administrative support to the Customer Service Department.

Checking invoices and forwarding for payment.

Preparing, collating, and providing defect reports.

Who are we looking for?

To be successful as our Customer Liaison Assistant, you will possess strong administration skills along with the knowledge and application of Microsoft Office, including Word and Excel alongside the ability to think logically, have a creative 'can do' approach to trouble shooting and the ability to work well under pressure.

You will also need to be highly organised and possess the following;

Ability to work under own initiative and manage time effectively, especially in a fast-paced customer service environment.

Experience of working within a complaint's environment previously with a key focus on customer experience.

Flexible and adaptable to changing requirements.

Good verbal and written communication.

A basic understanding of Customer Service.

Numerical and Literacy skills.

What will you get in return?

Discretionary bonus

Buy, sell and accrual holiday scheme

Private Health care

Company Pension

Life Assurance

Other Benefits including our exclusive Avant discount platform

If this sounds like you, join us and be a part of Avant's future success!

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