

Resource Scheduler

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Company: Hays Business Support

Location: Teddington

Category: other-general

A fantastic opportunity is available working for this award-winning Housing Association in the Richmond area, who support the local community with housing needs. They have a reputation for staff well-being and are an employer of choice in the local area. The organisation are now looking to add to their Customer Service team with a Resource Scheduler who will support with neighbourhood or repairs queries and will be hired initially on a 6 month FTC. The role is based close to Richmond, close to a station. This position will be a fully office based position initially so you will need to live in the SW London area.

Your new role

Your new role will involve resolving customer queries, owning them from start to finish across various channels including phone, email, webchat and social media. You will support customers accessing online services, making referrals and signposting, taking reports of anti-social behaviour or dealing with repairs/maintenance queries. A large proportion of this role will involve the scheduling, planning and support with maintenance queries, booking in engineers and a full cycle of resource planning within a housing association environment.

What you'll need to succeed

In order to be successful, you must have recent experience within a Contact Centre ideally with scheduling of repairs, maintenance and planning in an office-based customer service position, ideally with experience in housing, property, construction or public services. You will be within easy reach of Richmond/ South West London and be immediately available to start work as this is a fully on site position.

What you'll get in return In return you'll be offered a 6 month fixed term contract with possibility to extend subject to organisational needs and personal performance, you will be offered a competitive salary of £30,000 (pro-rata over the 6 months), other benefits include 27 days holiday plus bank holidays (pro-rata over 6 months), hours are 36 per week either 8-4.15 Monday to Thursday and 8-4pm on Friday or 9-5.15 Monday to Thursday and 9-5pm on Friday, well-being allowance of £30 per month and other fantastic benefits.

If you're interested in this role, click 'apply now' to forward an up-to-date copy of your CV, or call us now.

If this job isn't quite right for you, but you are looking for a new position, please contact us for a confidential discussion on your career.

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