

Temporary Customer Service Co-Ordinator - Waltham Abbey

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Company: deverellsmith

Location: Waltham Abbey

Category: office-and-administrative-support

Job description

I'm looking for a experienced Customer service Co-Ordinator to join my clients New Homes Customer Care team in Waltham Abbey.

As a co-ordinator, you will be covering plots and providing updates to customers within the warranty period.

This position is a 6 - 8 month temp role. You will join an award wining house builder as well as having a status as a UK top-five house builder with a five-star House Builders Federation customer satisfaction rating.

The Candidate must have excellent IT skills and be able to respond to emails and calls quickly and efficiently. You MUST have experience as a customer care co-ordinator or have experience in facilities management.

Whats in it for you?

£16-17 P/H

Monday to Friday

Weekly Pay + Holiday Pay

Your responsibilities:

Keep purchaser's plot file information up to date.

Keep purchasers, Customer Service Manager, and Subcontractors up to date at all times as appropriate.

Record receipt of all purchaser's telephone calls and return a courtesy call on the same day.

Record dates of customer visits and log all defects identified.

Carry out all necessary calls in relation to the customer journey.

Carry out general administrative duties.

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