

<b>Job Title:</b>	<b>Assistant Customer Services Manager</b>
<b>Business:</b>	<b>Taylor Wimpey South West Thames</b>
<b>Location:</b>	<b>Leatherhead</b>
<b>Reports to:</b>	Customer Services Manager
<b>Direct Reports:</b>	Customer Services Administrator
<b>Main Interfaces</b>	Customers, Sub Contractors and Site Managers

<b>Overall Purpose</b>
Ensure customers receive clear communication and a quality of service to meet customer expectations from reservation until termination of the NHBC warranty.

<b>Key Activities</b>
<b>Organisation and management of customer complaints</b>
<ul style="list-style-type: none"> <li>• Receive and log all telephone calls from customers registering a complaint.</li> <li>• Order materials and deploy sub contractors as deemed necessary.</li> <li>• Management of the "CASA" computer system.</li> <li>• Liaise with Homeserve to maintain out of hours customer contact.</li> <li>• Ensure cost controls are in place to manage external charges as necessary.</li> <li>• Ensure the preparation and issue of the weekly complaints log for each site.</li> <li>• Ensure preparation and issue of weekly exception report to each site.</li> <li>• Visit customers as necessary to rectify and resolve defects.</li> <li>• Ensure all customer files from closed sites are returned to the customer care team.</li> <li>• Provide feedback to the technical department in relation to defective materials etc.</li> <li>• Act as 1<sup>st</sup> escalation point for customer complaints.</li> <li>• Investigate and respond to customer complaints both verbally and in writing</li> <li>• Liase with customers and sub contractors to ensure defects are resolved in a timely manner</li> <li>• Deputise for Customer Services Manager as required.</li> <li>• Ensure compliance with Consumer Code for Home Builders and Taylor Wimpey Operating Framework</li> </ul>

<b>Health, Safety and Environment</b>
<ul style="list-style-type: none"> <li>• Prior to deploying personnel ensure that the safety hazards are identified and a system put into place to ensure the work is carried out safely.</li> </ul>

<b>Key Competences</b>
<ul style="list-style-type: none"> <li>• Customer focus</li> <li>• Adaptability</li> <li>• Decision making</li> <li>• Interpersonal influence</li> <li>• Time management</li> <li>• Thoroughness</li> </ul>

<b>Key Experience</b>
<ul style="list-style-type: none"> <li>• Extensive experience of dealing with customers</li> <li>• Management of a number of concurrent activities</li> <li>• Excellent communication skills both oral and written</li> </ul>

**If you wish to be considered for this role then please apply to Sophie Steel, Executive Secretary by 17 March 2010 ([sophie.steel@taylorwimpey.com](mailto:sophie.steel@taylorwimpey.com))**