



JOB DESCRIPTION

Job Title: Customer Support Assistant

Grade: E

Responsible to: Customer Services Manager

JOB PURPOSE

To provide a comprehensive administrative support service for activities within the Business Service team, ensuring a flexible, efficient service to meet the aims of the service requirements, ensuring the customer is at the heart of all activities.

JOB OUTCOMES

1. **Customer Support** – To assist in the promotion of a culture of excellent customer service throughout the organisation for both internal and external customers by the provision of an effective administration and front line service. To utilise skills in Microsoft packages and to use the in-house Housing Management System in a professional manner to provide an effective administrative service.
1. **Resident Involvement** – To assist with the preparation for all meetings, monitoring attendance and organising support as required. To assist with the preparation and recording the outcomes of customer feedback. Occasionally there may be a requirement to work outside of normal working hours.
2. **IT processing** – To provide an excellent IT service as requested by the Customer Services Manager to assist with the recording and monitoring of the involved tenant database and customer profiling data.
4. **Business Processes**– To identify changes to processes to improve the effective running of the Executive and Management team, and to implement these changes. (Business Services team)

GENERAL

1. To help identify ways of continually improving the service, working individually and in teams.
2. To assist in the meeting of Key Performance Targets.
3. To assist in the promotion of Health & Safety
4. To work within the requirements of the Company's financial regulations
5. To help ensure equality of opportunity and encourage diversity.
6. To assist with identification and management of risk

7. To help ensure that tenants and residents participate in a meaningful way in the activities of High Peak Community Housing
8. To be flexible and willing to perform other tasks to meet the needs of the organisation and our customers.

High Peak Community Housing
March 2010