



## JOB DESCRIPTION

Job title:	<b>Customer Service Advisor</b>
Accountable to:	Customer Operations Manager
Hours of work:	Full Time. 37.5 hours per week. Varied shifts between 0800-2200, Monday to Sunday.
Location:	Glasgow. This role will involve a hybrid of working from home and office-based work.

Enhancements to salaries are paid for evening and weekend shifts.

### **Job summary:**

We are TDS. We were established in 2003 to operate tenancy deposit schemes across the UK and to provide dispute resolution services in relation to tenancy deposits. We now operate tenancy deposit schemes in England and Wales, Scotland, and Northern Ireland from our head office in Hemel Hempstead and our other offices in Glasgow and Belfast. In 2022 we also launched the New Homes Ombudsman Service. We are collaborative and forward-thinking with our colleagues and customers at the heart of everything we do. With our proven success, it is necessary to expand our team to ensure the services we offer continue to make a difference.

The post holder is expected to effectively carry out various administration and support tasks in the efficient delivery of excellent customer service to all service users (tenants, landlords, and letting agents).

## PRINCIPAL RESPONSIBILITIES

- Provide excellent customer service to all service users and clients.
- Answer incoming telephone calls from tenants, landlords, and letting agents.
- Respond to enquiries via the email inbox and Live Chat system.
- Update and maintain customer database and other relevant in-house systems.
- Handle data sensitively
- Complete admin/ad-hoc tasks as required.
- Provide excellent customer service to all service users and clients.
- Assisting with managing client accounts, liaising with clients whilst seeking to improve on service being delivered.
- Occasionally attend external events/networking when required to promote our service.

***No job description can cover every issue that might arise and the post holder is expected to carry out other duties from time to time, broadly consistent with those listed.***

## **PERSON SPECIFICATION**

### **Job knowledge & experience**

- Experience of working in a customer service environment
- Previous administration experience is desirable but not essential.

### **Skills required**

- Well-developed communication skills
- Ability to multi-task, prioritise workload and use initiative.
- Problem solving abilities including good numeracy skills.
- Attention to detail and accuracy whilst adhering to strict deadlines.
- Able to handle sensitive data and an ability to demonstrate professionalism, maturity and discretion.
- Computer literacy including proficiency in using MS Office
- Education to Standard grade (or equivalent)
- Able to work well within a team environment.
- Able to demonstrate diplomacy.

### **General**

- Must be able to identify with the aims and objectives of The Dispute Service Ltd;
- Must be able to handle different tasks simultaneously and prioritise a heavy workload;
- Must demonstrate common sense and good judgement;
- A flexible attitude to work is essential;
- Receptive to changing environment;
- Experience of Microsoft Word, Excel and Outlook;

### **Equal opportunities**

- Must be able to demonstrate a commitment to equal opportunities, diversity and inclusion.

### **Required behaviour and attitude**

Applicants must display our values:

- Demonstrate an affinity for **customer excellence**;
- Recognise the importance of **fairness** in all of our work;
- Demonstrate how they are **making a difference** in the work that they do.
- Be able to articulate the importance of **teamwork**.

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