

# OUR CORE VALUES



## Customer Service Operative (Private Department)

**Department:** Total Home Solutions (Private Department), part of the S&B Group

**Reporting to:** Department Manager, Bobbie Rendle

**Location:** Total Home Solutions Showroom, Cheam Village

**Hours:** 8.00am – 5.30pm, Monday - Friday

### Description

The successful candidate will work within our Private Department to deliver the best in customer service and care to our clients and customers. Our clients include Letting Agents, Landlords and Homeowners who either pay for works or have a maintenance contract with us. You will be responsible for assisting with the tasks and client contracts, listed below, and providing cover for annual leave/sickness within the team, as and when required. The ideal candidate will be self-motivated, enthusiastic with a can-do attitude and be able to work under pressure in a small team.

### Main client contracts

The main types of contracts you will be working on include:

- **Total Home Solution & Total Landlord Solution Contracts** – setting up contracts; managing prospective customers and converting to live contracts via CS (desktop) system; Planning and booking in surveys and services; sending survey letters and quotes out; raising and scheduling of reactive works using our diary system; cost control; invoicing for works outside of contract

- **Letting Agents** – raising jobs in diary from client works orders; managing jobs through to completion; liaising with and keeping agents informed at all stages of progress; preparing and sending quotes; cost control; invoicing on a job-by-job basis
- **Private Homeowners & Landlords** – raising jobs in diary and customer service software from client emails, telephone calls and in person; taking payments; scheduling works using our diary system; sending receipts and receipted invoices; client liaison to keep them informed at all stages of works
- **Boiler Installations** – booking in surveyor visits for boiler quotes; sending out quotations; following up quotations; raising jobs in our diary system; taking payments; scheduling of works; ordering of materials and parts; co-ordinating subcontractor attendance; scheduling of QC visits; monitoring of costs; invoicing; loading of works onto Gas Safe; customer liaison; monitoring of lead logs and providing feedback from customers to management; arranging of manufacturer warranty calls

## General Responsibilities

- **Call handling** – taking incoming and making outgoing calls
- **Diary Management** – planning work, managing jobs, communicating with client and customers on jobs raised and attended, ordering parts and working closely with engineers and sub-contractor
- **Queries** - Handling client, customer, landlord & engineer queries
- **Timesheets** - Engineer timesheet control and clearing; sub-contractor invoice checking and clearing
- **Invoicing** – Ensuring jobs are invoiced in timely manner; meeting monthly invoicing targets
- **Contracts** - Understanding the different contract conditions and ensuring that works are scheduled, completed and invoiced in accordance with those conditions
- **Customer Liaison** - Building rapport with clients and customers via email, telephone and in person
- **Showroom** – dealing with customers; answering queries; good product knowledge; booking of surveyor visits; taking payments and always providing excellent customer service
- **Team** – working closely within the team; attending and helping with showroom events and external events as and when required

## Benefits of working for us

- Established in 1966 we now employ over 400 members of staff, yet remain a **family run business, with strong family values**
- Envious reputation for **high staff retention** rates

- Role specific training and development
- **Equal opportunities employer**, with a culture to promote from within
- **Mental Health** awareness and resources
- We promote **cycle schemes** to encourage healthier lifestyles
- Yearly **annual leave increase** after 5 years of service
- Open door policy
- **Living Wage** employer
- Members of **the 5% club**



### Interested in applying?

Please send a copy of your CV to [customer care@smithandbyford.com](mailto:customer care@smithandbyford.com)