

Designation:	Maintenance Advisor
Grade:	Stroud 3
Hours:	37 hours per week
Location:	Ebley Mill, Stroud
Job Purpose:	To provide a frontline customer service for the responsive maintenance and voids team
Responsible to:	Senior Maintenance Advisor
Responsible for:	No supervisory responsibility

KEY DUTIES

- Provide a frontline customer service to tenants, leaseholders and customers, by telephone, in person and in writing, as part of the responsive maintenance and voids team.
- Proficient at taking repairs requests, raising inspections/works orders using the integrated computer system, categorising repairs requests according to urgency and ensuring that emergency status repairs are directed to the appropriate contractor immediately in accordance with Council policy and procedures.
- Proactively gaining customer satisfaction information for the service by various avenues e.g. conducting telephone surveys. To collate and report on customer satisfaction to the responsive maintenance and voids manager.
- Ensure that all administration for repairs is completed including; repairs acknowledgement documentation, printing and despatching of works orders, post inspections and customer satisfaction feedback forms.
- Resolve queries and complaints where possible including advising customers of complaints procedures.
- Contribute effectively to the performance of the team, actively promoting customer participation and ensuring value for money is achieved in all aspects of the Service.
- Contribute as required to the provision of repair information so as to maintain and update the Council's stock condition data.

Work subject to deadlines involving changing problems, circumstances or demand.

SKILLS AND KNOWLEDGE

- Good written and verbal communications skills
- Experience of working with the public
- IT literate

Ability to undertake work concerning more involved tasks confined to one function or area of activity, which requires a good standard of practical knowledge and skills in that area of activity.

COMPLEXITY AND CREATIVITY

- Responds effectively to queries and complaints
- Has a broad knowledge of property maintenance issues
- Aims for each transaction to exceed the customers' expectations
- Works under own initiative

Creativity is a feature of the job but exercised within the general framework of recognised procedures.

JUDGEMENT AND DECISIONS

- Routine decisions on aspects of work

Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives.

CONTACTS

- Members of the Council,
- Members and staff of other local authorities/housing providers/partner agencies
- Suppliers, contractors and members of the public including Tenants and leaseholders

Contact required in respect of service delivery issues which may not be straightforward and that require the provision of advice and guidance and/or the initiation of action.

RESOURCES

Little or no responsibility for physical or financial resources

TRAVEL DESIGNATION

N/A

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.