

Clyde Valley Group is recruiting for a Customer Service Advisor on a 6-month fixed term contract to join our highly dedicated Customer Services department and help us meet the needs of our growing and successful business.

As we embark upon our new Corporate Plan for 2020-25, we are confident we know what our customers need us to do and what challenges and opportunities lie ahead. This is a unique opportunity to contribute to the effective management of the Association's Housing function and deliver a high level of customer service.

The Customer Service Advisor will work in our Contact Centre taking calls from our customers and logging enquiries. Calls are highly varied, and you will be supported to learn about the range of responses which can be used to answer customer queries. Excellent customer service and communication skills are essential.

Key responsibilities include:

- Taking calls from customers, understanding their needs and provide a first-time resolution where possible
- Maintain a positive and friendly attitude with customers at all times
- Focus on solving problems and advocating on behalf of the customer
- Accurately manage and maintain customer records in line with data protection guidelines
- Manage customer requests through the provided software at all time
- Undertake clerical and administrative duties to support the team and wider organisation

In return, Clyde Valley Group offer a great remuneration and benefits package, including generous holidays and flexible working arrangements, an on-site gym and training and development.

Clyde Valley Housing Association is a Registered Social Landlord, owning and managing more than 4200 homes with a pipeline programme to build over 600 more. Our thriving wholly owned subsidiary Clyde Valley Property Services provides factoring services to more than 3000 owners. CVPS is also building for mid-market rent and sale as well as operating and growing a private lettings business. People see us as a trusted and influential local and regional landlord and service provider, employer and business partner working across Lanarkshire and East Dunbartonshire.

In order to apply, and for a full job description please visit our website

Guaranteed Interview:

As a Disability Confident Employer, we'll interview all disabled candidates who meet the minimum essential requirements for the post. If you tell us that you're disabled, we'll ensure that we make reasonable adjustments during each stage of the recruitment and selection process and if you join us, to where and how you work.