

Date: 22/01/2018

Job Title:

Customer Care Coordinator

Salary:

£20,000 - £22,000 plus commission OTE £25,000 - £28,000

Job description:

To act as an ambassador for each Fairgrove Homes Customer & to ensure that every Fairgrove Homes Customer receives an exceptional customer experience whilst their new home is being built. To consolidate & ensure that the customers experience and perception of Fairgrove Homes Ltd is excellent. To coordinate the administrative link between the sales, construction & commercial departments required to ensure that the customer's needs are met at all times.

Qualities required:

Friendly, enthusiastic & patient personality. With excellent organisational skills.

Responsible to:

Sales & Marketing Manager.

Based at:

Fairgrove Homes Ltd, Galtee House, 1, Heanor Road, Ilkeston. Derbyshire. DE7 8DY. With appointments at Fairgrove Homes Ltd, Options Centre, The Ropewalk, Ilkeston, Derby. DE7 5HX.

Duties & Responsibilities:

To coordinate the colour choices, extras and variations on behalf of the customer. Ensuring that all interdepartmental associated tasks are completed in a timely, organised manner by communicating fluently & frequently the needs & requirements of the customer to all departments & colleagues.

To ensure the customer is aware at all times of the timeframes and deadlines for extras, payments, variations and colour choices to be made and to ensure they are met.

To ensure that all administrative tasks are completed to deadlines.

To work closely with the Sales Advisors to ensure that the Customer receives the best possible service at all times. Where necessary accompanying any site visits and appointments throughout the construction process.