



Customer Success Officer

Reports to: Contract and Relationship Manager

The part I play at Bromford Flagship LiveWest to enable people to thrive is:

To work with a defined portfolio for Flagship, providing housing and asset management services to institutional investor third party owners of homes.

I'm responsible for providing outstanding customer service for third parties and their customers. Delivering key performance indicators that are required by the agreement or contract, set out by the third party. Working collaboratively with my team and stakeholders to ensure that the performance expectations of our third parties are met within required time frames.

I shortlist and interview new customers for homes, assist our customers with moving, rent and debt collection and provide support, advice and guidance when needed.

I maintain accurate system updates and record keeping, tracking customer data and information, ensuring cases are accurate and maintained to a high standard.

My skills and experience include:

I'm an excellent communicator, with effective listening skills to understand customer needs. I have previous experience working within a customer service environment. I'm able to deliver complex and difficult messages to customers in a positive, engaging and empathetic way.

I have experience of complaint handling and working to resolve complex issues. I have a good knowledge of Microsoft applications and customer systems.

I've experience and knowledge of delivering effective tenancy management in line with relevant legislation, whilst being confident and experienced in escalating safeguarding concerns.

I'm educated to GCSE standard or equivalent, including Grade C or above in English and Maths.

I hold a full valid UK driving license.

The skills I will develop include:

On-going personal & professional development through accessing the company's learning management system.

I will develop and enhance my skills in line with Bromford Flagship LiveWest values and my department portfolio.