Flagship

Customer Services Advisor

Reports to: Customer Services Manager

The part I play at Flagship to help solve the housing crisis is:

I champion service excellence by delivering compassionate, accurate, and timely support to our customers across phone, email, and live chat. I respond to a wide range of queries, many of which relate to housing, repairs and sensitive personal circumstances, with empathy and professionalism. I take ownership of each interaction, ensuring that every customer feels heard, respected, and supported.

I actively listen to understand the root of each issue, paying close attention to detail to provide clear and effective resolutions. I follow through on commitments, keeping customers informed and updated throughout their journey. I maintain thorough and accurate records of all interactions, contributing to a seamless experience across teams and touchpoints.

I continuously seek ways to improve my service, welcoming feedback and using it to grow. I collaborate with colleagues and leadership to share insights and spot trends. By upholding our standards and values in every conversation, I help build trust and confidence in our services.

By playing my part, I help create a culture of empathy, accountability, and excellence—ensuring every customer interaction brings us closer to solving the housing crisis.

My skills and experience

I have experience of working in a customer service role, ideally in a contact centre or similar environment. I demonstrate excellent communication skills, both verbal and written, and approach challenges with empathy.

I can work with a range of IT systems, maintaining and updating accurately during calls.
The required qualifications for my role are to be educated to GCSE standard, or equivalent.

The skills I will develop include:

I will gain knowledge of the Housing sector and the range of services we offer at Flagship.

I'll develop my problem-solving skills by handling a variety of customer queries across phone, email, and live chat – many of which will be of a sensitive and complex nature. I will develop an understanding of the Microsoft Dynamics Contact Centre Platform.

Flagship Group Values:

Delivering Outstanding Customer Service

Great People Doing Great Things

Relentlessly Improving Performance

Spending Money Wisely

bf Bromford Flagship