

## Role Profile – The What, The Where, The How

POSITION	Scheduler	REF	SERV49
TEAM	Services	LOCATION	Coastline House
VERSION	3	LAST UPDATED	August 2024

### THE PURPOSE OF THIS ROLE IS TO

Be responsible for delivering excellent customer services as first point of contact for customers, contractors and stakeholders. You'll coordinate the delivery of frontline repairs and maintenance services to customers, in line with company targets.

## Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. Providing first-point resolution for the majority of customers' repairs and maintenance queries including provision of reception, repairs and maintenance services for customers, contractors and stakeholders.
2. Manage operative's diaries by using the Dynamic Scheduling System.
3. Producing performance reports and commentary in respect of Responsive and Planned Maintenance team targets and customer satisfaction.
4. Contacting customers to schedule in internal and external repairs to their property.
5. Reviewing job codes on outstanding and completed repairs, identifying rechargeable repairs and insuring all are billed correctly.
6. Supporting CSL supervisors in the production of daily, weekly, and monthly contractor performance information for the Responsive and Planned Maintenance team, including scaffold and tool hire registers.
7. General and specialist administrative support for the Scheduling Team and other services.

## Person Specification – The Who

### PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:  
Put our customers first  
Be open, honest and accountable  
Value each other  
Strive to be the best
- Has a commitment to customer involvement and customer service excellence; is diplomatic, assertive, resilient, has a 'can-do' attitude and can work under pressure, and works well both in a team and under their own initiative.
- Possesses GCSE grade C or above (or any equivalent qualification) in English and maths; sound IT skills across the range of Microsoft applications.
- Has an excellent telephone manner, communicating effectively with both internal and external contacts.
- Can recognise when reported repairs represent health and safety risks and require emergency action; is able to make sound, informed judgements; can take the initiative in leading in an area of repairs and maintenance delivery; and can plan and prioritise work to meet deadlines.
- Would be able to work shifts to cover the key office hours (8am – 5pm)

#### **Some experience in the following would be an advantage:**

- NVQ 2 or higher in customer services, an International Computer Driving Licence, and/or a CIH or equivalent in customer or maintenance services;
- An understanding of Right to Repair legislation and knowledge of the requirements of General Data Protection Regulation (GDPR);
- An understanding of the role of, and a commitment to, social housing;
- Experience of working with vulnerable people or people with support needs.

## General Obligations – For All Of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

## REPORTING

- Reports to the Senior Scheduler and Services Office Manager

## CONTACTS

### Internal

- CSL directors, managers and supervisors
- Administrative and finance support staff, as required
- CHL cleaning and customer service staff

### External

- Customers and potential clients
- Local authorities, construction companies, service providers, housing associations, etc.

