

## **Job Description**

**Job Title:** Referencing Customer Service Representative

**Reports to:** Team Leader

### **Role Purpose:**

You will be responsible for gathering information to complete references for our letting agent customers in an accurate and timely manner, through phone and email correspondence. This is a key role within the company focused on building strong relationships with letting agents. Attention to detail and the ability to come up with solutions to 'out of the ordinary cases' is key. Strong communication skills are required as the role is heavily phone-based focusing on both outbound and inbound calls. The ideal candidate will be able to work well under pressure in a fast-paced environment ensuring targets are met. The ability to clearly explain our referencing criteria to customers is key.

### **Duties & Responsibilities:**

- Contacting referees, tenants and guarantors to obtain references/information via telephone and email
- Taking on average 40-50 inbound calls per day from referees, tenants, guarantors and letting agents to gather information to complete references
- Ensuring references are completed and returned to customers within the agreed 48 hour SLA and escalating any cases that cannot be returned in this timeframe
- Ensuring accurate and detailed information is recorded on the system in a professional manner
- Providing guidance and technical advice to letting agents on our systems and products
- To be accountable for your own workload, managing your own time to ensure all work is completed within SLA
- Adhering to data protection legislation
- Attending team training and meetings as required
- Carrying out any other tasks that may be required of you from your line manager

## **Person Specification**

### **Attitude & Behaviour:**

- A real zest for life, enthusiasm, professionalism and a positive “can do” attitude
- Polite and courteous with all customers and colleagues
- Sincere, reliable and honest
- Methodical and organised
- A great team player
- Flexible during busy periods
- Ability to stay calm under pressure

### **Knowledge, Skills & Experience:**

- Educated to GCSE standard including Maths and English
- Excellent grammar, both verbal and written
- Excellent computer skills with good working knowledge of all standard Microsoft programs
- Outstanding attention to detail
- Excellent telephone manner with the ability to build relationships