

Job Description

Job Title: Referencing Customer Service Representative

Reports to: Referencing Team Leader

Role Purpose:

Gathering information to complete references for prospective tenants on behalf of our letting agent customers in an accurate and timely manner, through phone and email correspondence. Strong communication skills are required as the role is heavily phone-based focusing on both outbound and inbound calls. The ability to multi-task whilst working at a fast pace is vital in this role

Duties & Responsibilities:

- Contact referees, tenants and guarantors to obtain references/information via telephone and email
- Take an average of 50-60 (during busy periods this can increase) inbound calls per day from referees, tenants, guarantors and letting agents to gather information to complete references
- Make on average 50-60 outbound calls to gather required information
- Complete a daily workload between 50-60 applications per day ensuring all aspects of the reference have been covered in detail
- Accurately assess credit files, bank statements, tenancy agreements, benefit documentation and any other documents required to complete the application whilst taking inbound calls
- Ensure references are completed and returned to customers within the agreed 48 hour SLA escalating any cases that cannot be returned in this timeframe
- Build relationships with letting agents and tenants to ensure the highest level of customer service is provided at all times
- Assess documentation for fraud risk
- Provide guidance and technical advice to letting agents on our systems and products
- Ability to work as a team to achieve targets and deadlines
- To be accountable for your own workload, managing your own time to ensure all work is completed
- Adhere to data protection legislation
- Attend team training and meetings as required
- Carry 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
- Ability to stay calm under pressure whilst delivering results
- Previous experience in a similar environment is desirable