

Job Description

Customer Service and Quality Manager

Reporting to: Construction Director

Responsible for: Customer Service & Quality

Job Purpose: Manage the high standard of quality and customer service expected by the company and purchasers

Key Responsibilities

- Oversee day to day running of our Customer Service Department
- Monitor Customer Service costs against budgets, check and sign off invoice
- Manage Customer Service staff holidays/sickness and provide cover
- Visit customers 7 day Meet and Greet appointments with every new purchaser
- Carry out small remedial works when visiting purchasers
- Manage Health and Safety of remedial works
- Inspect purchaser issues and manage any remedial works where necessary
- Manage and help (when required) our Maintenance Operative
- Carry out Home Demonstrations as and when required
- Monitor quality throughout the build process
- Carry out 1st fix inspections and quality spot checks
- Be responsible for the final quality inspections of the property prior to handover
- Liaise with our Sales Department and be available to assist with out of hours issues
- Monitor repeat issues and feedback to our Design and Commercial Departments
- Liaise with Contractors to address any issues with service
- Have knowledge of Building Regulations and warranty provider guidelines
- Attend and manage warranty claim meetings
- Build a thorough knowledge of Redcliffe house types and construction processes