



Creating great homes together

Role Profile

Position

Customer Repairs Specialist

Reporting to

Response Repairs Scheduling Manager

What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.
- Encouragement to try new approaches and ways of getting things done.
- Being at the front end of a great customer experience.

What you are known for

- You are customer obsessed and passionate about improving the repairs service for our customers.
- You excel in high-pressure environments and approach challenging conversations with confidence.
- You are a great collaborator, and you are detailed oriented.

What you take care of

- You will be responsible for the managing and resolving of repair complaints from our customers.
- You will investigate complaints thoroughly, liaising with the scheduling and operations team to ensure timely and effective resolution.
- You will work closely with the complaints team to understand reoccurring complaint themes and will collaborate with the wider Home Services team to reduce complaints.
- You will ensure compliance with the housing ombudsman code.
- You will be required occasionally to cover response scheduling.

What you need to be successful

- Great customer service skills and an in-depth knowledge of housing repairs and maintenance processes.
- Excellent written communication.
- Ability to handle difficult situations with empathy and professionalism alongside great organisation and time management skills.

Qualifications required

Applicants with transferable skills are encouraged to apply.

- Relative experience required, there are no essential qualifications.

Approved: V1/0625059