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| **Job Title** | Customer Aftercare Advisor |
| **Location** | North East |
| **Contract type** | Permanent |
| **Hours** | Full time |
| **Salary** | Competitive |
| **Date posted** | 21/01/2024 |
| **Closing date** | 18/02/2024 |
| **Excerpt** | Use 2nd and 3rd sentence from ‘Your Story’ |

**Your Story**

We are looking for a Customer Aftercare Advisor to join our team in the North East region, based at our office in Newcastle.

This role involves communicating with customers on a regular basis, providing updates on outstanding matters and delivering a high-quality Customer Aftercare at all times. In addition to coordinating the daily workloads and priorities of the Customer Aftercare Technicians you will liaise with all areas of the business, suppliers and sub-contractors for information, support, and reporting.

We are looking for someone with experience of working in a customer service environment and a high standard of telephone and written communication skills with a good working knowledge of IT systems.

For more information about this role please view the full job description.

**Our Benefits**

* Highly Competitive Salary
* Annual Bonus Scheme
* Competitive Annual Leave Allowance
* Life Insurance
* Free Parking
* Pension Scheme
* Private Healthcare
* Annual Leave Purchase Scheme
* Local and National Retailer Discounts
* Many Other Benefits e.g. Cycle2Work

For more information about our benefits package please visit: <https://www.storyhomes.co.uk/careers/our-culture/your-salary-and-benefits/>

**Our Business**

Story Homes is a 5\* builder with a mission to design and build quality homes that people aspire to live in. We are proud to build beautiful homes that bring something different to the areas in which we operate.

Founded in 1987 by Fred Story, our family-owned business goes to great lengths to craft houses that are not only strong in build, but in character too. We are proud to challenge the conventions of mass produced newbuilds and stand apart from the crowd.

**How to apply**

If you are interested in this vacancy, please apply by uploading your CV and cover letter below. We will attempt to respond to all applications we receive however, please note that in some instances this is not always possible therefore if you have not had a response to your application within 3 weeks of the closing date, you can presume that you have not been shortlisted for the next stage of recruitment.