



JOB PROFILE

POSITION:	Tenant Support Services Lead	REPORTING TO (NAME):	Caroline Norris
JOB HOLDER(S):	TBD	LOCATION:	Head Office Blanchardstown
HOURS:	Full Time (35hrs per week)	DATE:	January 2018

Principal Objective of Position

To ensure tenants of North and East Housing Association receive excellent customer service from the first point of contact supported by the organisations customer relationship management system.

North & East Housing Association intend implementing a new Housing Management System with a comprehensive Customer Relationship Function that will transform the way we engage with our tenants and their customer experience. We are now looking for a person with an excellent record in Customer Service to join us and drive the new system. As the first person to take up this new role in the organisation you will have strong initiative, a drive for performance and experience developing processes and systems that ensure outcomes for customers are always at the centre. It is expected that supervisory responsibilities will follow in due course. Please be aware our key customers as referenced below are our tenants.

Responsibilities:

The key accountabilities and associated duties include –

Customer Care

Support the lead out on the operational use of the Customer Relationship Management system including development of workflows and processes within the system.

Deal with all incoming contact from our customers in a professional and courteous manner.

Assess and record the nature of each contact and resolve at the first point of contact wherever possible.

Support arrears management through engagement with North & East Housing Association tenants on rent matters.

Act as advocate for the customer, by taking ownership and remaining accountable until each query is resolved, and ensure that customers are kept informed of progress

Work closely with our Housing and Technical Team to ensure that customer issues are resolved within agreed timeframes and communication between teams flows freely.

Ensure that all information is correct and administered to the housing management system with great attention to detail.

Coordination and monitoring of customer compliments and complaints ensuring customers are responded to within stipulated timeframes from start to finish.

Delegation of tasks to appropriate staff on assessment of customer query.

Monitoring of Customer Experience through quality checks and monitoring of KPI's



Repairs & Maintenance

Diagnose repairs with customers and raise work orders with external contractors and / or internal repair operatives as required

Categorise the repairs queries in accordance with policy

Assign jobs to the most suitable contractor adhering to the repairs policy

Make outgoing repair satisfaction calls monitoring quality and adherence to KPI's.

Be familiar with and follow the repairs policies, processes and procedures

General

Participate in business development plans with management, as required.

Participate in the development of the Tenant Engagement Strategy

Produce reports for the Board and other regulatory requirements on customer experience.

Manage Internal Service Level Agreements

Monitor all agreed KPI's on the CRM system and report on same.

Carry out any other duties as may from time to time be directed by your line manager.

Job Specification

Experience

Essential

1. Minimum of 3 years working with customers and CRM systems.
2. Experience in quality control and the implementation of improved practice and procedures.
3. Experience in dealing with members of the public.
4. Proven track record in analysing data, developing various types of reports and giving presentations.
5. Experience engaging with minority groups and more vulnerable members of the public.
6. Resolving customer issues and tracking all assigned tasks from beginning to end.

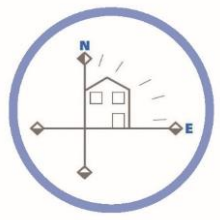
Desirable

7. Experience of project management
8. Experience in communications e.g. publishing newsletters, social media
9. Experience of working in a housing/community/not for profit sector
10. Experience in change management.
11. Experience in the delivery of technological solutions for customers

Skills

Essential

1. Ability to work in a highly flexible manner, responding to changing needs
2. High level communication skills and the ability to network and negotiate effectively with individuals and groups, within the company and outside.



3. Strong attention to detail
4. Ability to assert one's role and ensure the customer comes first, advocating strongly on their behalf
5. Excellent organisational skills and multi-tasking including record keeping, establishing and using effective administrative systems
6. Specialist IT knowledge with examples of managing CRM systems
7. High ability in the use of Outlook, Word, Excel and be able to adapt to using other more specialist IT packages
8. Excellent numeric and analytic skills and ability to produce reports for a wide and varied audience
9. Ability to work independently and take decisions based on policy and procedure guidelines
10. Working knowledge of housing/facilities management services.
11. The ability to remain calm and professional when under pressure

Desirable

12. Full Clean Driving Licence
13. Supervisory Skills.
14. IT/Technology Skills

Competencies:

1. Customer Focus
2. Teamwork
3. Interpersonal Skills
4. Planning and Organising
5. Problem Solving
6. Flexibility
7. Self-Starting

REPORTING STRUCTURE (number of team members supervised in this job):

Directly: 0

Indirectly: 0

KEY RELATIONSHIPS (please specify contacts):

Internal: Housing Team, Finance, Technical

External: Tenants, RTB, Local Authorities