

JOB PROFILE

POSITION:	Tenant Support Administrator	REPORTING TO (NAME):	Caroline Norris
JOB HOLDER(S):	TBD	LOCATION:	Head Office Blanchardstown
HOURS:	Full Time (35hrs per week)	DATE:	24 th Jan 2019
SALARY:	€30,255 (per annum)	CLOSING DATE:	14 th Feb 2019

Principal Objective of Position

To ensure tenants of North & East Housing Association receive excellent customer service from the first point of contact supported by the organisation's customer relationship management (CRM) system.

North & East Housing Association have recently implemented 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 our Tenant Support Desk. The ideal person for this role will enjoy working in a flexible manner and will be comfortable in a dynamic environment that entails dealing with a variety of tasks and stakeholders. They will be motivated to improve systems and processes at the same time as responding quickly and empathetically to customers on a daily basis.

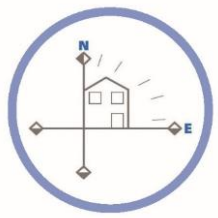
Please be aware our key customers as referenced below are our tenants.

Responsibilities:

The key accountabilities and associated duties include –

Customer Care

1. Deal with incoming contact from our customers in an empathetic, professional and courteous manner.
2. Support the operation and development of the Housing Management System.
3. Assess and record the nature of each contact and resolve at the first point of contact wherever possible.
4. Support arrears management through engagement with North & East Housing Association tenants on rent matters.
5. 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
6. Work closely with our Housing and Property Services Team to ensure that customer issues are resolved within agreed timeframes and communication between team's flows freely.
7. Ensure that all information is correct and administered to the Housing Management System with great attention to detail.
8. Coordination and monitoring of customer compliments and complaints ensuring customers are responded to within stipulated timeframes from start to finish.
9. Delegation of tasks to appropriate staff on assessment of customer query.
10. Engaging with tenants/customers around events and communication preferences.



Repairs & Maintenance

- 11. Working with Property Services to ensure repairs are dealt with in a timely manner
- 12. Diagnose repairs with customers and raise work orders with external contractors in the Housing Management System.
- 13. Categorise the repairs queries in accordance with policy and track progress until repair is completed
- 14. Assign jobs to the most suitable contractor adhering to the repairs policy
- 15. Make outgoing repair satisfaction calls monitoring quality and adherence to KPI's.
- 16. Be familiar with and follow the repairs policies, processes and procedures

General Administration

- 17. Assist in the production of documents and materials (to include typing, scanning, photocopying, presentations and circulars) for the Housing Team
- 18. Work with the organisation Administrator to ensure a regular supply of materials for tenant information packs
- 19. Manage ad hoc filing for the Housing Team
- 20. Minute taking at meetings (when required)
- 21. Ability to create and work with spreadsheets as required

General

- 1. Participate in the development of the Tenant Engagement Strategy
- 2. Assist Tenant Support Services Lead regarding collation of data for reporting purposes where required i.e. customer satisfaction, SLA performance etc.
- 3. Manage Internal Service Level Agreements
- 4. Carry out any other duties as may from time to time be directed by your line manager.

Job Specification

Qualifications

Essential

- 1. QQI Level 6 qualification in Business/IT and/or 5 year's relevant experience

Experience

Essential

- 2. A working knowledge of CRM systems and/or systems administration
- 3. Extensive working knowledge of MS Office suite
- 4. Minimum 2 year's administration experience in a busy office environment
- 5. Experience in dealing with members of the public.
- 6. Working in an environment with various stakeholders and interdependencies.
- 7. Resolving customer issues and tracking all assigned tasks from beginning to end.



Desirable

- 8. Experience engaging with minority groups and vulnerable members of the public.
- 9. Experience in communications both traditional and digital e.g. newsletters, social media
- 10. Experience of working in a housing/community/not for profit sector
- 11. Experience of working with a Housing Management System
- 12. Knowledge of Social Housing Regulations and relevant Statutory Legislation (RTB, GDPR)

Skills

Essential

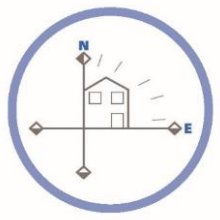
- 13. Ability to work in a highly flexible manner, responding to changing needs
- 14. High level communication skills and the ability to network and negotiate effectively with individuals and groups, within the company and outside.
- 15. Ability to assert one’s role and ensure the customer comes first, advocating strongly on their behalf
- 16. Excellent organisational skills and multi-tasking including record keeping, establishing and using effective administrative systems
- 17. Specialist IT knowledge with examples of managing CRM systems
- 18. Proven ability in the use of Outlook, Word, Excel and be able to adapt to using other more specialist IT packages.
- 19. Ability to work on own initiative and make decisions based on sound judgement
- 20. The ability to remain calm and professional when under pressure

Desirable

- 21. IT/Technology Skills
- 22. Working knowledge of housing/facilities management services.

Please Note: Interviews will be held week of 25th Feb

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
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KEY RELATIONSHIPS (please specify contacts):

Internal: Housing Team, Finance, Property Services	External: Tenants, RTB, Local Authorities, Contractors
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