

JOB PROFILE

POSITION:	Tenant Services Advisor	REPORTING TO (NAME):	Caroline Norris
JOB HOLDER(S):	TBD	LOCATION:	Head Office Blanchardstown
HOURS:	Full Time (35hrs per week)	DATE:	04 th May 2018
SALARY:	€30,255 (per annum)	CLOSING DATE:	15 th May 2018 @ 12:00pm

Principal Objective of Position (the general nature, level, purpose and objective of the job):

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 (CRM) system.

North & East Housing Association are 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 our new Tenant Support Desk. Ideally, the role will suit a customer service professional who is solution's focused, enjoys engaging with people and believes in providing quality homes whilst supporting communities.

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

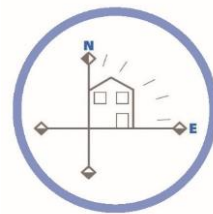
Responsibilities:

The list should contain each and every essential job duty or responsibility that is critical to the successful performance of the job. The list should begin with the most important functional and relational responsibilities and continue down in order of significance.

The key accountabilities and associated duties include –

Customer Care

1. Support the operation of the Customer Relationship Management System.
2. Deal with all incoming contact from our customers in a professional and courteous manner.
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 Technical 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. Diagnose repairs with customers and raise work orders with external contractors and / or internal repair operatives as required
12. Categorise the repairs queries in accordance with policy
13. Assign jobs to the most suitable contractor adhering to the repairs policy
14. Make outgoing repair satisfaction calls monitoring quality and adherence to KPI's.
15. Be familiar with and follow the repairs policies, processes and procedures

General

1. Participate in the development of the Tenant Engagement Strategy
2. Produce reports for the Tenant Support Services Lead on customer experience.
3. Manage Internal Service Level Agreements
4. Carry out any other duties as may from time to time be directed by your line manager.

This description has been designed to indicate the general nature and level of work performed by employees within this position. The actual duties, responsibilities, and qualifications may vary based on assignment or group.

Job Specification (the minimum qualifications needed to perform the essential functions of the job such as education, experience).

Experience

Essential

1. Minimum of 3 years working with customers and CRM systems.
2. Experience in dealing with members of the public.
3. Experience engaging with minority groups and more vulnerable members of the public.
4. Working in an environment with various stakeholders and interdependencies.
5. Resolving customer issues and tracking all assigned tasks from beginning to end.

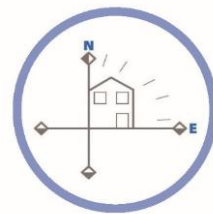
Desirable

6. Experience in communications e.g. publishing newsletters, social media
7. Experience of working in a housing/community/not for profit sector

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. Ability to work independently and take decisions based on policy and procedure guidelines
9. The ability to remain calm and professional when under pressure

Desirable

10. IT/Technology Skills
11. Working knowledge of housing/facilities management services.

Please Note: Interviews will be held on Tuesday 22nd May 2018

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