

## Ekaya Housing Association Limited



### CUSTOMER SERVICES OFFICER

|                         |                                     |
|-------------------------|-------------------------------------|
| <b>Reports To:</b>      | Property & Housing Services Manager |
| <b>Salary:</b>          | £29,471 per annum                   |
| <b>Responsible For:</b> | Not Applicable                      |
| <b>Hours:</b>           | 37.5 hours per week                 |

### JOB DESCRIPTION

#### OBJECTIVES OF POST

To deliver an excellent responsive customer orientated service to Ekaya residents, tenants, other service users and potential applicants.

To ensure that service delivery targets and objectives are achieved consistently.

#### MAIN DUTIES AND RESPONSIBILITIES

##### CUSTOMER SERVICE

1. To be the first point of contact for Ekaya front line services, receiving enquiries from customers in person face-to-face, by telephone, by letter and electronically, and to provide information and advice on housing and repairs services aiming to resolve problems immediately where possible referring or signposting customers as appropriate and taking messages as required.
2. Respond to customers enquiries within agreed timescale.
3. Respond and process queries received on tenants portal, repairs and info email box
4. Act on behalf of tenants to resolve any difficulties arising between the tenant and contractors including access issues.
5. Provide effective advice and support to service users which optimise service delivery whilst providing value for money for Ekaya Housing Association.
6. To respond to rent enquires, on the telephone and in writing using the rent accounting system and other modules of the SDM system.

##### REPAIRS REPORTING

7. Diagnose repair required from tenant requests.

8. Assess whether the repair is the landlord's responsibility and if so to process the repairs requests on the relevant IT system to maintain the integrity of maintenance records, and to carry out close liaison with the contractors as appropriate to ensure that repair is satisfactorily completed.
9. To email works orders to contractors as required and to chase contractors to ensure target times are met.
10. Request weekly updates from contractors on all outstanding jobs and update the system accordingly.
11. Inform the Property Services and Asset Manager of properties which are experiencing repeated repairs.

### **Housing Services Reporting**

- 12 Log all complaints and distribute to the relevant manager's and update the complaint register to ensure all complaints are responded to within timescale. Input complaint response deadline with responsible manager's diary and send reminders to ensure the deadline is not missed.
- 13 Prepare documents for tenancy sign up and assist in signing up new tenants as required, including ensuring sign-up documents are made available in advance and contain all the relevant information.
- 14 Process Housing Benefit /Universal Credit notification entitlement on the system and notify tenants in respect of their Housing benefit / Universal Credit shortfall and entitlement.
- 15 Process requests for rent refunds, Housing Benefit overpayments and send out rent statements as required.
- 16 To carry out all functions associated with internal Waiting List and Transfer List processes. Assessing applications and change of circumstances, and accurately updating associated IT systems and files.
- 17 To provide general admin support in relation to a number of services such as voids notification, mutual exchange and record, maintaining the internal transfer list and allocation of properties.
- 18 Notifying relevant Choice Based Letting and seek local authorities' nomination of forthcoming general needs vacancies within the required deadlines including compiling accurate information to be included in property adverts.
- 19 Undertake customer satisfaction surveys through direct and indirect contact (telephone, postal surveys, etc. Compile the service standards and customer satisfaction information is provided and ensure the organisation's Customers Care Standards are met.
- 20 Take telephone payments for variety of charges and process payments in line with our financial regulations.
- 21 Collate and compile monthly departmental KPI's and provide information to finance for reporting.
- 22 To liaise with housing benefit/Universal credit and council tax staff to resolve benefit and council tax queries.

- 23 To liaise with the Housing Services Manager to ensure cheques received are properly recorded and processed including banking the cheques.
- 24 To provide cover for housing officer as required including estate inspections when required

### **ADMINISTRATION DUTIES**

- 25 To arrange and attend contractors meeting with the Property Services and Asset Manager.
- 26 Arrange residents and customer panel meeting with/and for Housing services Manager.
- 27 Assist in the collation of information on each contractor in order to facilitate monthly contractor meetings and for residents' meetings.
- 28 Assist in the collation of tenancy and property file in order to facilitate legal matter and for subject access.
- 29 Maintain paper and computer records, research, prepare and supply information for to assist in the production of reports as required.
- 30 Writing to tenants keeping them updated on repair and transfer waiting list position requests and activities.
- 31 Ensure that the gas safety checks (CP12) administration system is up to date and inform the Housing Officer where access problems have been identified.
- 32 To resolve any concerns tenants raise with the conduct of operatives or quality of work referring difficult cases to the relevant Manager.
- 33 To manage the Property Services and Asset Manager and surveyor's diaries making appointments for both to meet contractors and services users as required.

### **General duties**

- 34 To carry out any other duties as may be appropriate to the post as directed by the Property Services and Asset Manager /Housing Services Manager, or on a mutually agreed development opportunity.
- 35 To receive post daily, date stamp and distribute or scan and send to relevant officers across the business.
- 36 To frank and post all Head Office external mail daily by taking it to the Post Office, when credit is running low to arrange through the finance section for re-credit.
- 37 Maintain paper and computer records, research, prepare and supply information to assist in the production of reports as required.
- 38 To process decoration vouchers for new tenants who have been allocated decoration vouchers for the property.

### **To assist the Head Office with:**

- 39 Typing of correspondence and other documents as required.

- 40 Filing new tenants and ex-tenants details and making up new and former tenancy files.
- 41 To process requests for funds, rent books, statements, direct debits, mortgage references etc.
- 42 To ensure that all programme activities operate within the Ekaya Housing Association's Health and Safety Policy Framework.
- 43 To maintain voids records and liaise with the relevant officers to enable swift progression of voids.
- 44 Preparing the Board room for meeting as and when required, including the provision of refreshment when required.
- 45 To attend meetings, including Team Meetings and training as required.
- 46 All the above to be delivered within the Ekaya Housing Association's Customer Services Standards and agreed timescales.
- 47 To provide active cover and support across the departments.
- 48 To advise tenants on the Association's policies as required.
- 49 To ensure all staff adheres to the Association's policies and procedures, at all times.

**This job description describes the current duties and responsibilities of the post. No job description can be entirely comprehensive and the post holder will be expected to carry out such duties as may be required from time to time and are broadly consistent with the job description. The job description will be subject to periodic review in the light of experience.**

However, as the post evolves, gradual changes to the duties may occur. Where substantial changes occur either which affect other post-holders or the level of responsibility of the post consultation will take place with the staff affected as appropriate.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
 (Post-holder)

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
 (Human Resources)

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### CUSTOMER SERVICES OFFICER

#### PERSON SPECIFICATION

##### Experience

|  |                  |
|--|------------------|
| A minimum of 1 years' experience of working within a front-line environment, providing advice and information or in a similar setting. | <b>Essential</b> |
| Practical and other related work experience.   | <b>Essential</b> |
| IT literate – able to use an Housing Management System, Word for Windows 95, Excel, PowerPoint.  | <b>Essential</b> |
| 40 wpm or above word-processing speed.   | <b>Essential</b> |
| Experience in Customer Care and Customer Service   | <b>Essential</b> |

##### Skills/Abilities

|  |                  |
|--|------------------|
| Strong customer focus, with a commitment to providing a high quality service.                    | <b>Essential</b> |
| Excellent interpersonal skills   | <b>Essential</b> |
| Ability to build relationship, to inspire confidence and defuse potentially volatile situations. | <b>Essential</b> |
| Understanding of and the ability to maintain confidentiality.                                    | <b>Essential</b> |
| Ability to work as part of a team.   | <b>Essential</b> |
| Good written, verbal and administrative skills.  | <b>Essential</b> |
| Ability to prioritise and manage own workload.   | <b>Essential</b> |

## **KNOWLEDGE**

Good standard of education. **Essential**

Knowledge, understanding of and a commitment to an Equal Opportunities integrated approach to service delivery **Essential**

A commitment to continuing development of self and others. **Essential**

## **OTHER**

To contribute in motivating and supporting colleagues **Essential**