

Job Description

Job Title: **Customer Services Assistant**

Based at: **Main Offices, 147 Fintry Drive.**

Position reports to: **Customer Services Team Leader**

Staff Responsibilities: **None**

Grade: **Grade 4 currently: £32,767 - £36,408**

JOB PURPOSE:

To provide excellent service to our customers, staff and stakeholders as part of a team who are able to deal one-stop with customer and organisational demands (whether in person, by phone or other method) at the point of first enquiry.

KEY RESPONSIBILITIES:

- Process customer demands effectively and accurately, dealing courteously and professionally with customers at all times.
- Deal with enquiries from outside agencies, contractors, utility companies etc.
- Provide effective advice and support to applicants and tenants during all aspects of the tenant life cycle. This includes assisting with housing applications, providing housing options advice and deal with demands from existing tenants and process terminations including associated administration.
- Provide administrative support to other staff within the organisation.
- Identify and contribute to continuous improvement activities that enhance the service to the Association's customers.

GUIDANCE NOTES:

Examples of Responsibilities (this is not an exhaustive list)

Take ownership of dealing with customer demands until resolved. Judge when escalation to a more senior officer is required.

Take detailed accounts of customer reports relating to Estate Management and anti-social issues and resolve (estate management issues) if low level or pass to relevant Housing Officer.

Engage with customers to effectively diagnose repairs, scheduling appropriate tradesperson and identifying potential health and safety risks whilst complying with "right to repair" legislation.

Schedule daily workload of trades people to ensure repairs requested by customers are carried out timeously and efficiently.

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Process and log voids and liaise with other staff to ensure an efficient and effective turnaround of void properties.

Carry out one on one interviews with applicants and give housing options advice in accordance with guidance provided. Assist with completion of relevant application forms.

Accurately process all payments made over the telephone and by visitors to the office.

Ensure all data protection conditions are met.

General administration duties such as:

- ensuring accurate records of customer contacts are kept
- checking of incoming accounts
- processing incoming and outgoing mail
- administer successions, assignments, mutual exchange applications, lock ups etc. and conduct (in office) sign ups.
- updating of data
- distribution and control of keys etc.
- raising paperwork and job lines for abandonments and evictions
- monitor and action incoming emails
- update social media
- record and raise lines from outcome of walkabouts
- use the on-line portals for contractors and utility companies

General

- Attend and participate in training to support and develop skills knowledge to meet the association's objectives.
- Ensure your own safety and that of others by complying with health and safety legislation, policies, procedures and responsibilities.
- Conduct yourself and all business activities in line with equal opportunities policies and procedures.
- And any other duties commensurate with the role which you may be asked to undertake.

The above list is not exhaustive, and the post holder will be expected to perform any other duties as may reasonably be required by the Association.

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Declaration

I confirm that I have received a copy of this Job Description and accept the contents contained within.

Signed (employee): _____

Date: ____/____/____

Name: _____

Signed (employer): _____

Date: ____/____/____

Name: _____