



Role: Customer Services Coordinator (Maternity Cover)

Location: Agile working, with access to office at Phoenix House, Castle Street, Dublin when required by operational needs.

Reporting to: Customer Services and Repairs Manager

Contract: 6 months fixed term

Salary: €37,925-€55,164 per annum, pro rata

Grade: Grade 3B

Probation: 3 months

Hours: 37.5 hours per week over 5 days

Leave: 25 days pro rata

Pension: Up to 7% Employer contributory pension Available at completion of probation

The Organisation

CVHA has been a leading provider of social housing in Ireland since 2006 and now owns and manages more than 2,500 homes nationally. Currently employing over 50 staff, we have an ambitious growth programme in response to the need for more housing for those who cannot afford to provide their own. Our vision is to make a real difference by providing quality homes and services.

Role Overview

The Customer Service Coordinator will lead the transformation from a customer service team and reception service to a proactive contact centre which will manage all incoming customer contacts and deal directly with the most frequent service requests. The aim is to develop a right first-time culture which deals with service requests in the most efficient and Tenant First led manner.

They will work closely with IT and Service Managers on the development of existing Housing IT systems and a new telephony system to ensure that the contact centre is effectively supported and delivers excellent services in line with agreed policies and procedures. They will provide support and supervision to the Customer Services Officers. In delivering the key requirements of the role, the successful candidate will liaise and work closely with managers in developing policies, procedures, and projects to improve services ensuring that all tenants receive a timely and positive response to their contact with Circle VHA by achieving high rates of satisfaction.

Key responsibilities:

General Duties to the Services Department:

- Deliver a responsive and high-quality Customer Contact Service.
- Plan and implement the phased introduction of a proactive Customer Contact Service, ensuring that all customer contacts (telephone, email, website, post, visitors) are dealt with effectively and efficiently.
- Work closely with IT and other service teams and departments to ensure the necessary infrastructure and processes are in place to meet the most common service requests and, other agreed tasks and processes in line with agreed policies and procedures. The efficiency and effectiveness of infrastructure and processes are to be regularly reviewed.
- Support and train Customer Services Officers to deliver a timely, knowledgeable, high quality and positive response to services requests and enquiries.
- Maintain high levels of performance during both the transitional and post implementation period. This includes the investigation of related complaints and improving services from lessons learnt.
- Review and adjust services considering tenant feedback, engagement, and priorities.
- Ensure effective staff and performance management so that all staff meet operational performance and behavioural expectations and, in a manner, and style which maintains and promotes high staff morale and personal development.
- Leads and/or contributes to team and departmental work plans, policy and service reviews, corporate strategies, and projects through preparation of reports and positive participation in working groups, project boards and other corporate activities.
- Achieves defined tenant satisfaction measures and performance metrics in several areas, including, pick up time, abandoned calls, right first-time calls, the management office visitors.
- Oversee post, couriers, and associated systems for the Services Department.
- Management of the CRM and production of call log reports as required.
- Keeping all tenant and property related data updated on the system including tenancy and contact details, repairs details, property component information, warranties, and any servicing certification.

Customer Engagement and Satisfaction

- Deliver meaningful opportunities for tenant engagement by conducting transactional satisfaction surveys to service scrutiny arrangements and local resident groups, implementing improvements based on all feedback.
- Development and provision of specific Customer Services training to all new starters and current staff.
- Coordination of the phone system, text service and general oversight of all channels of communication with tenants.

Housing Management Duties

- Support the administration of CIS returns process and quarterly rent statements.
- Plan and support delivery of tenant communications on behalf of the Services teams.
- Process tenant queries in the absence of housing staff.
- Oversee the document management system.
- Support tenant induction and training days.

Repairs and Maintenance Duties

- Develop and implement processes to ensure a consistent and excellent repairs and maintenance service to tenants.
- Raise repair orders, liaising with tenants and contractors to ensure repairs are completed.
- Report on all aspects of repairs activity to support management reports and to help improve the service.
- Support the Repairs and Assets teams in the delivery of cyclical servicing programmes including gas safety checks, lift maintenance, fire alarm testing and any other M&E servicing programmes.
- Ensure all contractor information is kept up to date including contact details, current insurances and health and safety statements.
- Update repair records from our maintenance operative and caretakers.
- Coordinate approvals from Local Authorities and tenants for rechargeable repairs and oversee processes.

Facilities Management Duties

- Issuing template letters and notices as requested.
- Support the Property and Facilities Officer to fulfil duties by ordering repairs highlighted by mobile maintenance operatives to the common areas on key schemes.
- Support the Property and Facilities Officer in the of management and maintenance Circle VHA's office facilities.

General

- Provide all services having due regard to the regulatory framework.
- Ensure that up-to-date and accurate information is maintained on all IT systems.
- Contribute to developing service plans, team and individual targets.
- Attend and positively contribute to team meetings.
- Liaise with Housing and Property Services colleagues as required to ensure that information is appropriately shared and that customers receive a seamless service.
- Provide cover for annual leave or sick leave for other team members.
- Carry out all duties observing Circle VHA's policies and procedures on health and safety, safeguarding, equality and diversity and data protection.
- Undertake any other duties that are reasonably commensurate with the level of this post.
- This job description is not intended to be an exhaustive list but indicates the main responsibilities of the post. It will be reviewed periodically to consider changes and developments and of service requirements.

Key competencies required in the role

- Customer care management.
- Excellent interpersonal skills.
- Ability to work well under pressure.
- Excellent administrative skills.
- Excellent oral and written communication skills.
- Ability to problem solve.
- Organisational and planning skills.
- Delivering against agreed targets.

- Team working.
- Excellent time management skills.
- IT Skills [Word, Excel & PowerPoint].
- Brand integrity.

Person Specification

Candidates will be shortlisted based on **illustrating in their application that they fulfil the following criteria.** Examples that demonstrate the ability to fulfil the criteria should be included as well as the above competencies.

<u>Education / Qualifications</u>	<u>Essential</u>	<u>Desirable</u>
• Relevant housing, property, customer service, or business administrative qualification to degree level (or equivalent).	✓	
• ECDL or similar.	✓	
<u>Knowledge / Skills</u>	<u>Essential</u>	<u>Desirable</u>
• Demonstrable understanding of the social housing sector.	✓	
• Understanding of RTB processes and requirements.		✓
• Ability to prioritise, work to deadlines and meet targets.	✓	
• Able to form and maintain good working relationships at all levels, internally and externally.	✓	
• Able to resolve, anticipate and prevent problems.	✓	
• Effective negotiating skills.	✓	
• Excellent communication skills and an open and motivated approach to work.	✓	
• Excellent organisational skills.	✓	
• High level of written English, including ability to write reports and letters.	✓	
• Proficient use of common IT packages, including Microsoft Word and Excel.	✓	
<u>Experience</u>	<u>Essential</u>	<u>Desirable</u>
• Dealing with customers both internal and external or demonstrable customer focused skills.	✓	
• 2 -year min. experience of working in a customer service environment.	✓	
• Experience in social housing, housing management, repairs, construction customer facing services.		✓
• Experience in managing computer filing systems.	✓	
• Application of in-house, multi-discipline IT packages.		✓
• Experience in project management processes.		✓

This job description is not restrictive and will be subject to periodic review.