

JOB DESCRIPTION

Post Title:	Customer Services Adviser
Employer:	Hafod Housing Association Limited
Location:	St Hilary Court

MAIN OBJECTIVES OF THE POST

- To provide a professional first point of contact for all clients/visitors
- To assist in the provision of a secretarial and general administrative service to the Association.

PRINCIPAL DUTIES

1. To promptly process all incoming and outgoing correspondence.
2. To efficiently scan, record and file correspondence via the Document and Contact Management systems.
3. To maintain diaries and arrange appointments for the Neighbourhood and Income Teams.
4. To process rent payments from customers, handling rent queries and supporting the work of the Income Team.
5. To deal with all enquiries from current and prospective tenants [with the exception of Maintenance] providing appropriate advice and assistance.
6. To prepare letters, tenancy agreements and packs, and other correspondence.
7. To register applications for rehousing, verifying information supplied, updating the waiting list and liaising with partners.
8. To maintain an efficient filing system, ensuring all tenancy and other records are updated.
9. To provide a first class reception service for all callers and visitors.
10. To provide cover for periods when the Housing Administrator is absent.
11. To assist staff with administrative duties as required.
12. To support the service development, tenant participation and community investment work of the Association via surveys, mail shots, key events etc.

- 13. To participate in team meetings, bringing forward suggestions for improvement in service provision, assisting in training sessions and working groups, contributing to tenant information services.
- 14. To adhere to all of the policies of the Association.
- 15. Any other duties which the post holder might reasonably be expected to perform including the provision of cover for the Association's main office receptionists as directed.

The duties in this job description are not exhaustive and may be altered at any time to reflect the changing needs of the Association.

.....Employee Name

.....Signature

.....Date

.....Signed on behalf of the Association

.....Date

HAFOD HOUSING ASSOCIATION LIMITED

PERSON SPECIFICATION: CUSTOMER SERVICE ADVISER		
	ESSENTIAL	DESIRABLE
QUALIFICATIONS	Good general standard of education	Stage II Typing or Wordprocessing
WORK EXPERIENCE	Receptionist/telephonist in a busy office environment. Provision of typing or wordprocessing services.	Housing or customer care environment. Housing Association Secretarial/Administrative
SKILLS AND KNOWLEDGE	Working knowledge of Microsoft Office packages Numeracy Ability to work on own initiative Ability to prioritise work and manage time Excellent communication skills	Organisational Database work
SPECIAL APTITUDES		
PERSONAL QUALITIES	Friendly, helpful and pleasant manner Smart appearance Clear speech Self-motivated Adaptable and flexible approach to office duties situations Punctuality.	Interest in housing issues
OTHER REQUIREMENT	Flexibility – willingness to work additional hours	