

Cathcart & District Housing Association

Job Description



Job Title:	Part Time Customer Services Assistant (3 days)	Responsible for:	
Department	Customer Services/Maintenance	Responsible to:	Senior Staff Team
Grade:	EVH Grade 3 £24,675.00 pro rata	Location:	Cathcart, Glasgow

Job Summary			
<ul style="list-style-type: none"> To work with other front-line staff to provide customers with an excellent first point of contact service focusing on problem resolution and high levels of satisfaction. To provide support in various aspects of Housing Service delivery 			

Job Outputs			
The job holder will carry the formal responsibility for delivering the following key tasks. They will be achieved through effective working relationships with those in the identified key relationships.			

Key Tasks	Includes the requirement to:
Reception Duties Responsible to Corporate Services Officer	<ul style="list-style-type: none"> Deal with telephone enquiries in a prompt polite and efficient manner and create a friendly and professional environment for all visitors to the office. Update tenant contact information on our housing management software (Home Master) Ensure completion of visitors register and advise appropriate staff that their visitors have arrived. Use your own initiative where appropriate to find solutions to customer enquiries or pass to the appropriate staff member if required. Through the use of electronic diaries, make appointments for staff members, Welfare Rights Officer and Allocation interviews. Take card payments from tenants and owners Ensure the reception area contains up-to-date tenant information in relation to leaflets, forms, newsletters etc. Maintain an uncluttered and tidy reception area. Remind customers of appointments with the Associations in order to maximise attendance. Ensure the reception area is staffed at all times when the office is open to the public.

	<ul style="list-style-type: none"> • Open the daily mail, date stamp and distribute to appropriate staff members. Frank the outgoing mail and deliver to post office • Ensure that the reception stationery supply is stocked for staff to use and that photocopiers have paper. • Manage website and Facebook pages • Manage info@cathcartha mailbox (general enquiries) • Manage housing@cathcartha mailbox (housing & factoring enquiries) • Manage finance@cathcartha mailbox (contractors' invoices)
<p>Maintenance Responsibilities And Housing Management Responsibilities</p>	<ul style="list-style-type: none"> • Send repair texts to customers as advised • Deal competently with enquiries surrounding existing repairs and liaise with both customers and contractors to problem solve or pass to the appropriate person • Repairs administrative tasks as required e.g. letters, texts, phone calls, scanning, filing etc. Getting satisfaction responses from tenants • Give out property keys to the Association's contractors and ensure their whereabouts is logged and monitored • Give out waiting list application forms and explain the process to prospective applicants. • Assist Housing Officers in making appointments and general admin
<p>Factoring Responsible to Office Manager/Finance Officer</p>	<ul style="list-style-type: none"> • Assist in sending out quarterly or half yearly factoring invoices • Take calls regarding billing queries and pass to the correct person to answer the question
<p>Complaints</p>	<ul style="list-style-type: none"> • Empathetically take customer complaints and log on complaint database in the correct format • Problem-solve and resolve complaints on the spot wherever possible to the satisfaction of the customer. Ensuring the complaint does not escalate
<p>General Duties</p>	<ul style="list-style-type: none"> • Assist with any review of procedures and systems. • Provide general admin, word processing and scanning support as required. • Prepare meeting room as required (tea coffee, hot water etc)

Cathcart & District Housing Association will develop as an organisation to deliver its long-term aims. The developing direction and priorities of the Association will require flexibility and post holders will be required to respond to these within the scope of their job role.

Key Relationships

- Tenants and other customers
- Contractors
- Director
- Property Housing Manager
- Finance & Office Manager
- Corporate Services Officer/ Internal Teams

Special Conditions

- You may occasionally be expected to undertake activities out with working hour's e.g. training or critical incidents/emergency situations that may arise.
- To undertake training as necessary to maintain high standards in the quality of work as outlined in the Job Outline and Key Competencies and as identified in the personnel development process.
- Ensure you adhere to and are fully conversant with any Health & Safety regulations provided by the Association.
- To actively promote the Equality and Diversity Policy in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies.
- The post holder must work in accordance with the Association's performance standards, core values and any instructions and/or training received.
- The Job Outline is indicative of the nature and level of responsibility associate with the post. It is not exhaustive and the post holder may be required from time to time to undertake such other reasonable duties as may be required by their line manager, Director or Committee of Management.

Review

The Job Outputs will be reviewed as and when required in accordance with the Association's review mechanisms.

Job Description Agreement

Job Holder:		Date	
Line Manager:		Date	