

Job Description

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| **Role Title:** | Customer Services Assistant |
| **Reporting To:**  | Senior Housing and Corporate Services Officer |
| **Grade:** | EVH Grade 3 |
| **Date:** | March 2020 |

## Main Objectives of Post

1.1 To deal with initial enquiries from members of the public in an efficient and courteous manner and to ensure that they are directed to the relevant member of staff or alternative agency

1.2 To provide efficient and effective clerical support to the Association’s staff as required.

## Accountability

2.2 The Customer Services Assistant will be accountable to the Management Committee through the Senior Housing and Corporate Services Officer

**3. Specific Responsibilities**

# 3.1 Reception - To provide a range of Reception services including:

# Answering telephone calls and directing calls to relevant member of staff.

#  Dealing with general enquiries from members of the public and directing them to the relevant member of staff or other agency as appropriate.

# Communicating and liaising effectively with service users, both on the telephone and in person, in relation to information and advice, as instructed.

# Maintaining notice boards, leaflet boxes and the reception area.

3.2 **Repairs and Maintenance -** To carry out a range of clerical functions relating to repairs and maintenance including:

* Receiving and processing tenant repair requests in line with the Association’s repairs policy and updating work orders as required.
* Liaising with tenants and owners regarding access arrangements and any disruption arising from maintenance work.
* Logging invoices on finance system.
* Maintaining records to assist with performance targets and completion of the ARC return.
* Liaising with contractors and tenants as required.
* Gathering and processing repair satisfaction surveys.
* Updating pre and post inspections data.
* Pursuing rechargeable repairs debt and former tenant debt weekly as directed by SHCSO.
* Maintain Framework of Contractors as directed by the Property Services Officer.
* Processing data to ensure the EPC spreadsheet remains up to date.

#  3.3 Housing Management - To provide a range of Housing Management support including:

# issuing correspondence to applicants as directed by the SHCO

# scanning and recording application forms

# updating systems

# maintaining and recording property inspections

# prepare tenancy sign-up packs

# liaise with the SHCSO and tenants to arrange new tenancy visits and tenancy termination visits.

* maintaining accurate records regarding close inspections, grass cutting schedules and close cleaning records

3.4 **General Administration -** To provide administrative support to the Association staff team including:

* typing correspondence
* copying reports
* issuing letters
* scanning information
* maintaining data bases and I.T. systems as required
* maintaining consultation register, posters and leaflets
* maintaining adaptations spreadsheet, chase up referrals, complete referral forms with tenants and keep records updated as directed by Property Services Officer and Finance Officer.
* maintaining accurate training records for staff and committee
* arranging bookings for staff and committee including making travel arrangements.

# 3.5 Committee Support - To photocopy and circulate all relevant papers to Management Committee members.

3.6 To communicate with Management Committee as instructed via text, email, telephone and via the committee portal.

3.7 To maintain accurate and up to date records on:

* committee attendance at meetings
* code of conduct
* role descriptions
* register of interests

3.8 To take minutes at meetings as and when required.

3.9 To assist with arrangements for the Annual General meeting.

# 3.10 Corporate Support - To assist in the production of newsletters, website content, social media content and any other publicity information which promotes participation.

# 3.11 To assist with arrangements for the Annual Planning Day, Focus groups and any other meetings.

1. **Equal Opportunities**

4.1 To uphold and promote the Association’s commitment to diversity and equal opportunities ensuring that this is reflected in policies and followed by staff in every aspect of their work.

**5. Health and Safety**

5.1 To ensure effective Health and Safety Management including the implementation of policies and procedures to protect the health, safety and welfare of staff, Committee members and members of the public.

**6. Other Duties**

6.1 Any other relevant duties as instructed.