

FIRST CHOICE HOUSING ASSOCIATION LIMITED

JOB DESCRIPTION – CUSTOMER SERVICES ADVISOR

Responsible to: Director of Corporate Services

General Aims: To provide high quality front line customer focused service to all tenants, callers and visitors to the association.

1.0 CUSTOMER FOCUS

1.1 To provide a high quality comprehensive front line customer focused service to all callers and visitors to the association responding to customer requests.

1.2 To process maintenance invoices, work orders, recharges and quotations gaining authorisation, ensuring accurate coding and completion on relevant systems.

1.3 To undertake all administration related to the customer services department including data entry, fire risk assessments, contractors and consultants, post inspection certificate's, works completion, nominations, rents and arrears, service charges, service and support agreements, voids and tenancy agreements .

1.4 To undertake general administration to include mail, new supplier forms, ordering of stationary and supplies, management of telephone systems, booking of transport and accommodation, recycling, disaster recovery file and board and committee intranet and meeting support .

1.5 Undertake service contract surveys of customer opinion to measure tenant satisfaction feeding into the association's performance management systems and enabling First Choice to act upon feedback in combination with the Senior Customer Services Advisor.

1.6 To maintain comprehensive property, health and safety, equal opportunities information, archive files and "important documents" for each property.

1.7 To contribute and administrate, in combination with the Senior Customer Services Advisor, the monitoring of the achievement of compliance of the Landlord Certification of the Gas, Oil, Fire, Electrical, TMV and Hoist programme.

2.0 TENANT PARTICIPATION

2.1 Undertake administration for all tenant participation activities and events including the preparation, attendance and post review of tenant events.

2.2 Produce communication with tenants in an accessible format, including CD/DVD versions, newsletter editorial groups and social media updates where appropriate.

2.3 To adhere to the principles outlined in the association's tenant participation strategy, attending key First Choice events

3.0 OTHER RESPONSIBILITIES

3.1 Uphold the association's Code of Conduct, standing orders and policies and procedures setting high personal standards

3.2 To contribute to the achievement of awards and accreditations including environmental, IIP and Corporate Health standards.

3.3 To undertake other duties as may be reasonably expected commensurate with the post.

Signed On Behalf of the employer----- Date -----

Signed By Employee -----Date-----