

# Customer Services Officer



<b>Location:</b>	Hybrid working, with office and national site attendance required
<b>Reporting to:</b>	Customer Services Coordinator
<b>Contract:</b>	Permanent, Subject to a six-month probationary period
<b>Salary Range:</b>	€26,700 – €37,400 starting salary dependent on experience
<b>Hours:</b>	37.5 hrs hours per week over 5 days
<b>Leave:</b>	26 days
<b>Pension:</b>	Available on completion of probation
<b>Head Office:</b>	Phoenix House, Castle Street, Dublin 2

**The Organisation:** Circle Voluntary Housing Association was set up in 2003 and is a leading provider of social housing in Ireland. Our vision is to make a real difference by delivering quality homes and innovative integrated housing solutions to individuals and families in Ireland. We are passionate about our people and the delivery of a tenant first service.

Our team members are the secret element of our success. Their experiences, competencies, values, knowledge, and perspectives are greatly valued and have significantly contributed to Circle delivering over **2,500 homes**. They deliver services to **over 5,000 people** and help **create thriving communities**.

*We are dedicated to finding the right people who embrace our purpose, vision, and values. In return we will support you to learn, grow and excel in an exciting, flourishing, diverse organisation. We are committed to fostering an inclusive and collaborative work environment, which values every person who works with us and all of those who live in our homes and communities.*

*Reflecting the growing diversity of the communities in which we work, we welcome applications from people of all cultures, nationalities, genders, members of the LGBTQ+ community and any background traditionally marginalised in society.*

## **The role:**

The Customer Services Officer is the main contact point for our tenants, customers and other stakeholders. This role is part of our core Services team and will support all departments to deliver excellent repairs and tenancy services to our tenants in their homes. The Customer Services Officer is responsible for responding to customer queries, logging responsive repairs, dealing with all customer contact in a friendly, efficient, and calm manner. Whilst also providing the provision of information, sign-posting and services to customers across all aspects of housing and the property services Circle VHA provides.

## Key Responsibilities:

### Customer Services:

- Manage all service enquiries to Circle VHA through multiple contact points (phone, email, webchat, web submissions and in person).
  - Manage all interactions providing a service in line with Circle VHA's WE HEAR values.
  - Provide all of the services identified within the remit of the Repairs & Maintenance work stream – this includes processing of all new responsive repairs utilizing group systems and applications. Supporting customers with follow-up enquiries, amendments to existing repairs, follow-up of non-access issues, identifying recharges and seeking approval for high-value repairs.
  - Support the Income team with annual rent assessments and taking payments.
  - Redirecting calls to relevant departments.
  - Maintain electronic records of all enquiries.
  - Take ownership, investigate and resolve complaints, and provide recommendations on corrective and preventative actions to support continuous improvement.
  - Log any feedback received from customers.
  - Organising bulk communications to customers via text and email.
  - Liaise with internal and external stakeholders to provide a timely service to customers.
  - Deliver meaningful opportunities for customer engagement. Including promoting current customer engagement opportunities, and any new initiatives, during all interactions with customers.
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### Administration:

- Follow-up on results and feedback received from satisfaction surveys. Providing corrective and preventative actions to support continuous service improvement.
  - Ensure consistent follow-up with contractors on repairs completions and reporting on this weekly.
  - Reporting on all aspects of repairs activity, customer interactions and the CRM system to support management reports and to help improve the service.
  - Ensure timely sign-off on invoices and closing off repairs jobs.
  - Coordinating case material and files for legal and auditory purposes.
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### 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 colleagues as required to ensure that information is appropriately shared and that customers receive a seamless service.
- Provide a high-quality, customer-focused service at all times.
- 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 & safety, safeguarding, equality and diversity and data protection.
- Undertake any other duties that are reasonably commensurate with the level of this post.

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### Key Competencies:

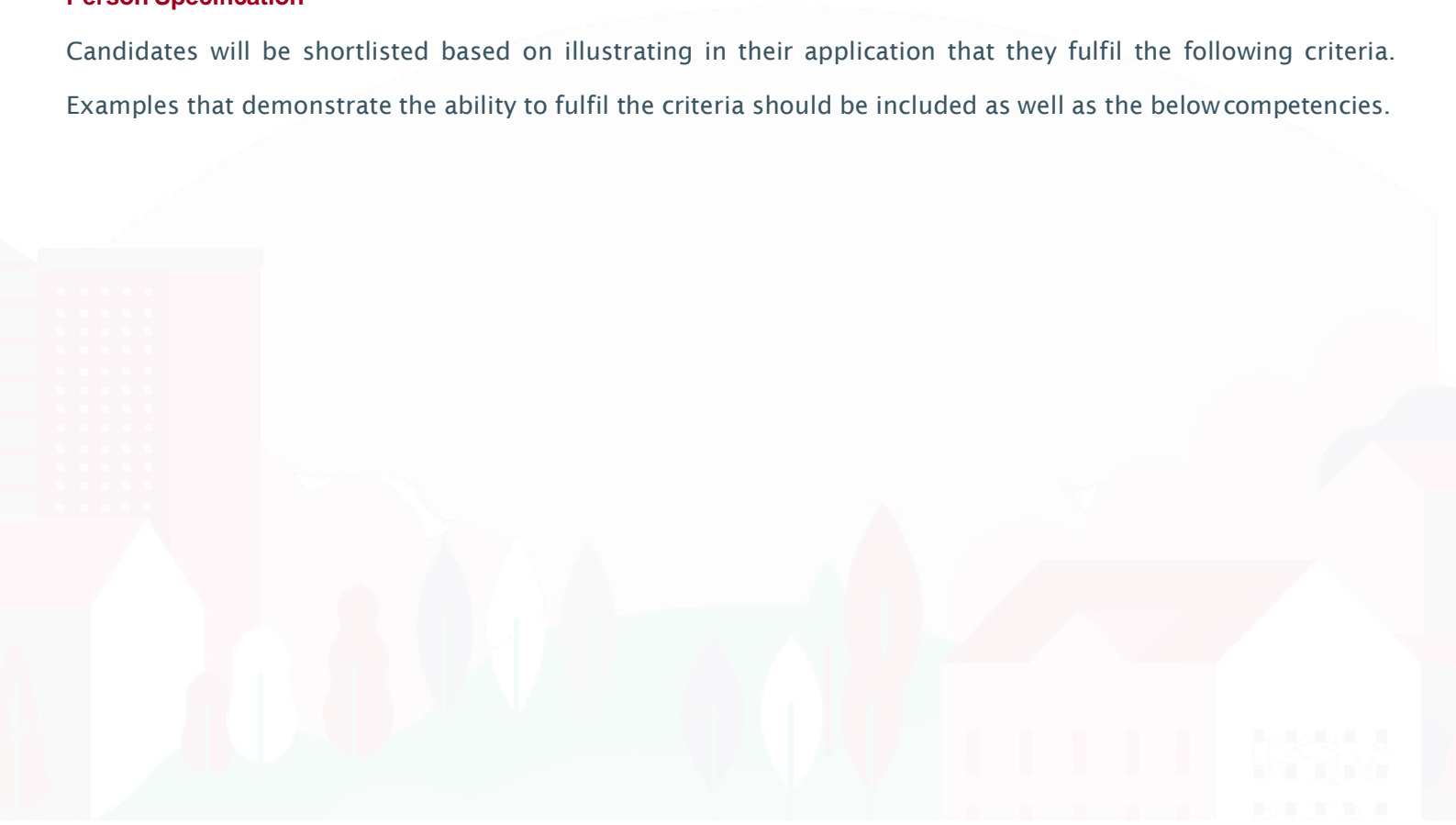
- Customer care management
- Ability to work well under pressure
- Excellent oral and written communication
- Organisational and planning skills
- Team working
- IT skills (Word, Excel & PowerPoint)
- Excellent interpersonal skills
- Excellent administrative skills
- Ability to problem solve
- Delivering against agreed targets
- Excellent time management skills
- Brand integrity



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### 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 below competencies.



<b>Education and Work Experience</b>	<b>Essential</b>	<b>Desirable</b>
Relevant housing, property, customer service qualification		✓
ECDL or similar		✓
1-year minimum experience of working in a fast-paced customer service environment	✓	
Experience in social housing, housing management, repairs or construction customer facing services		✓
Dealing with customers both internal and external or demonstrable customer focused skills	✓	
Experience in managing computer filing systems	✓	
Application of in-house, multi-discipline IT packages		✓
Experience in project management processes		✓
<b>Key Knowledge and Skills</b>	<b>Essential</b>	<b>Desirable</b>
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 and present reports	✓	
Proficient use of common IT packages, including Microsoft Word and Excel	✓	
A second language/multi-lingual		✓

## Employee Benefits



26 days of annual leave



Increased annual leave entitlement with length of service



Paid sick leave



Annual salary increments



Company Pension Scheme



Hybrid working options



Death in Service Benefit



Personal Milestone Gifts



Further Education Assistance



Employee Assistance Programme



Paid maternity leave



Paid adoption leave



Paid paternity leave



Early miscarriage leave



Fertility Leave



Additional parents leave payment



Tax Saver Commuter Tickets



Bike to Work scheme

Some benefits subject to T&C's\*

