

Customer Services Coordinator



Location:	Hybrid working, with office and national site attendance required
Reporting to:	Customer Experience Manager
Contract:	Permanent, Subject to a six-month probationary period
Salary Range:	€48,500 – €67,900 starting salary dependent on experience
Hours:	37.5 hrs hours per week over 5 days
Leave:	26 days
Pension:	Available on completion of probation
Travel:	The post requires a valid driving licence and the use of a car for business purposes. Expenses policy applicable
Head Office:	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 Coordinator will lead the transformation from a customer service team to a proactive contact centre, which will manage all incoming interactions and deal directly with the most frequent service requests. The aim is to develop a right first-time culture which deals with service requests in the most efficient and Tenant First led manner.

They will work closely with Customer Experience Manager and Director of Services on the development of existing Housing IT systems, developing and implementing AI technologies to automate the most frequent service requests, and ensuring that the contact centre is effectively supported to deliver excellent services. They will provide support and supervision to the Customer Services Officers. In delivering the key requirements of the role, the successful candidate will liaise and work closely with managers and coordinators in developing policies, procedures and projects to improve services, ensuring that all tenants receive a timely and positive response to their contact with Circle VHA by achieving high rates of satisfaction.

Key Responsibilities:**Customer Services:**

- Deliver a responsive and high-quality Customer Contact Service.
- Plan and implement the phased introduction of a proactive Customer Contact Service, ensuring that all customer contacts (telephone, email, webchat, website, post, visitors) are dealt with effectively and efficiently.
- Work closely with IT and other service teams and departments to ensure necessary infrastructure and processes are in place to meet the most common service requests and other agreed tasks and processes in line with agreed policies and procedures. The efficiency and effectiveness of infrastructure and processes are to be regularly reviewed.
- Support and train Customer Services Officers to deliver a timely, knowledgeable, high-quality and positive response to service requests and enquiries.
- Review and adjust services considering tenant feedback, engagement and priorities.
- Ensure effective staff and performance management so that all staff meet operational performance and behavioural expectations and, in a manner, and style which maintains and promotes high staff morale and personal development.
- Lead and/or contribute to team and departmental workplans, policy and service reviews, corporate strategies, and projects through preparation of reports and positive participation in working groups, project boards and other corporate activities.
- Achieve defined tenant satisfaction measures and performance metrics in several areas, including, answer time, abandonment rates, right first-time calls, call quality reviews and tenant satisfaction surveys.
- Management of the CRM and production of call log reports as required.
- Keeping all tenant and property related data updated on the system including tenancy and contact details, repairs details, property component information, warranties and any servicing certification.
- Handle customer interactions in the absence of housing staff.
- Development and provision of specific Customer Services training for all new starters and current staff.

- Coordination of the phone system, text service and general oversight of all channels of communication with customers.
 - Take ownership, investigate and resolve complaints, and provide recommendations on corrective and preventative actions to support continuous improvement.
 - 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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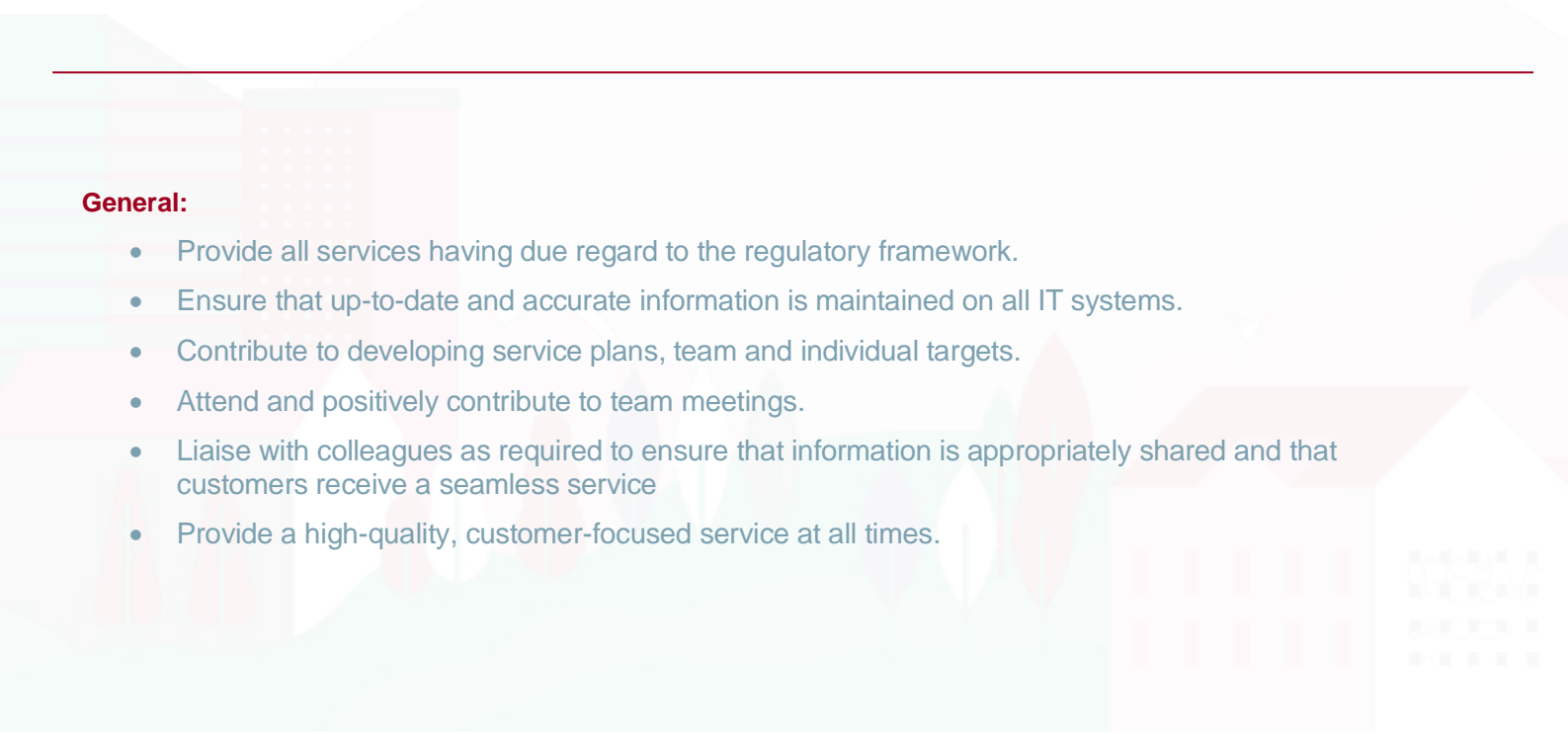
Repairs and Maintenance Duties:

- Develop and implement processes to ensure a consistent and excellent repairs and maintenance service to tenants.
 - Raise repair orders, liaising with tenants and contractors to ensure repairs are completed.
 - Ensure all contractor information is kept up-to-date including contact details, current insurances and health and safety statements.
 - Coordinate approvals from Local Authorities and tenants for rechargeable repairs and oversee processes.
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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 service 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.
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- 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.
- This job description is not intended to be an exhaustive list but indicates the main responsibilities of the post. It will be reviewed periodically to consider changes, developments and service requirements.

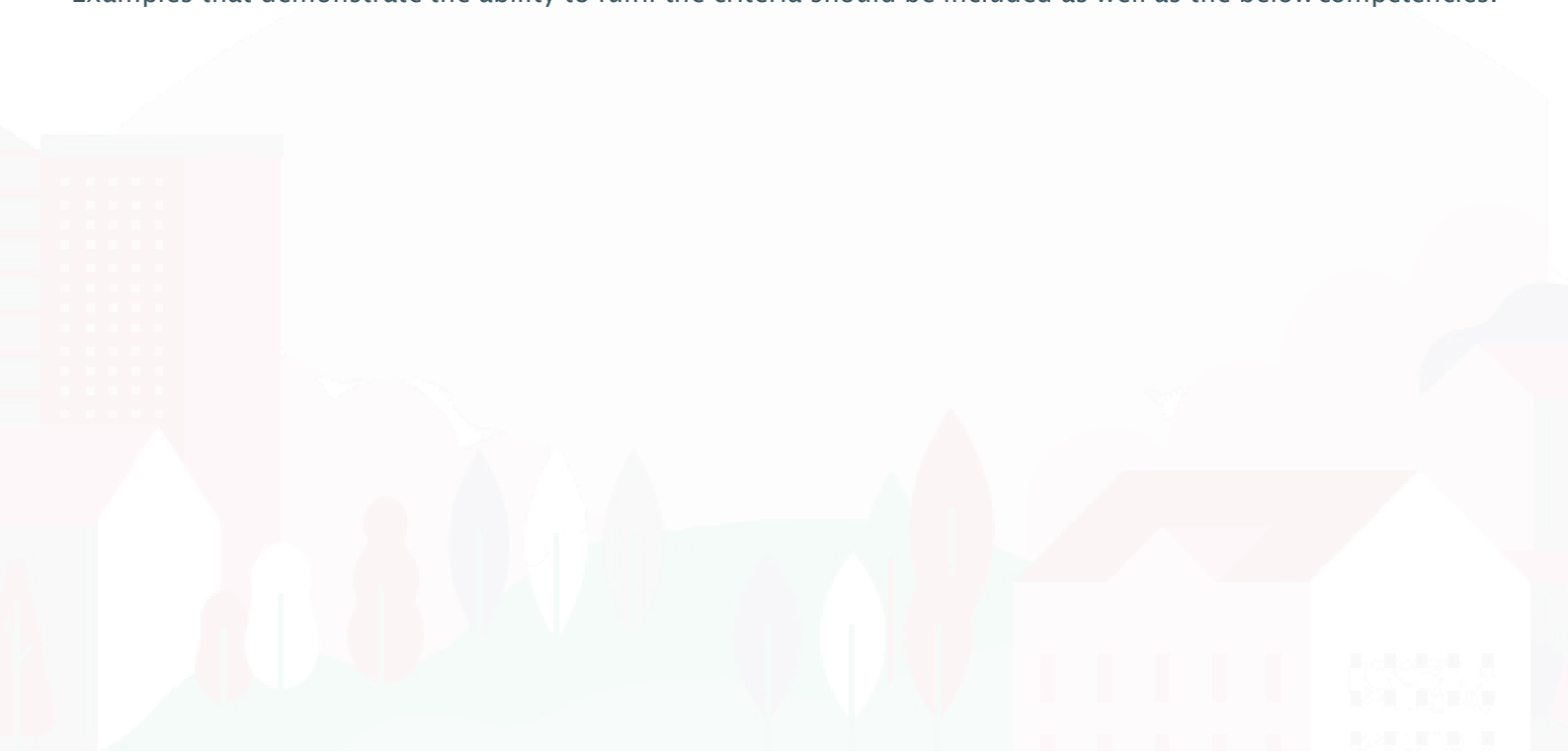
Key Competencies:

- 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 & Visio)
- Excellent interpersonal skills
- Excellent administrative skills
- Ability to problem solve
- Delivering against agreed targets
- Excellent time management skills
- Brand integrity



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.



Education and Work Experience	Essential	Desirable
Relevant housing, property, customer service, or business administrative qualification to degree level (or equivalent)	✓	
ECDL or similar	✓	
Dealing with customers both internal and external or demonstrable customer focused skills	✓	
2-year min. experience of leading teams in a fast-paced customer service environment	✓	
Experience in social housing, housing management, repairs or construction customer facing services		✓
Experience in managing computer filing systems	✓	
Application of in-house, multi-discipline IT packages		✓
Experience in project management processes		✓
Key Knowledge and Skills	Essential	Desirable
Understanding of the social housing sector	✓	
Understanding of best practice in providing core housing management services		✓
Knowledge of the Residential Tenancies Act and RTB		✓
Knowledge of GDPR legislation	✓	
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	✓	
Able to take responsibility, working independently and flexibly	✓	
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		✓

This job description is not restrictive and will be subject to periodic review.



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*

