

Customer Services Officer

Wirral Methodist Housing Association Limited

£27,500

Full Time - Permanent

Benefits - Other benefits: SHPS pension scheme, Employee Assistance Programme, and BHSF Health Cash Plan.

Holidays - Holiday Entitlement: 28 days (inclusive of 3 days for Christmas holiday period) plus Bank Holidays.

37 Hours per week

Wirral Methodist Housing Association (WMHA) is a medium sized developing housing association operating exclusively on the Wirral Peninsula. It manages a stock of approximately 900 housing units including rehabilitated terraced houses in Central Birkenhead, some newly built dwellings in surrounding areas, 3 sheltered schemes for the elderly, flats over shops and a small but varied selection of special needs schemes.

As a Customer Service Officer, you will play a key part in supporting the day-to-day running of busy Community Housing Association.

What you'll do:

- To deal with reception and telephone enquiries from tenants, residents, applicants, contractors and other individuals regarding housing services, maintenance, tenancy issues, applications and rent enquiries and be the first point resolution for complaints in accordance with the procedures.
- To undertake follow up and administrative work relating to the above
- To manage the accurate recording of complaints from tenants and via MPs on our complaints database and correspondence with complainants.
- To undertake pro-active customer feedback in relation to housing services, in particular to monitor and assess tenant satisfaction.
- To manage timescales and deadlines for the investigation (by others) of complaints and responses to complainants.
- To be responsible for the placing of orders relating to maintenance enquiries and re-chargeable repairs, (up to values determined within Association procedures) ensuring these are correctly coded for budgeting purposes
- To process purchase orders and invoices, ensuring that they are coded correctly for budgeting purposes.

- To take rent and repair payments using the Association's policy and procedures
- To have knowledge of rent arrears procedures in order to deal with tenants rent account enquiries and to make arrangements for the recovery of rent arrears using the Association's database policies and procedures.

What we're looking for:

- Accurately recording and maintaining up to date information in our In-House housing management software.
- Excellent verbal and written communication skills along with the ability to effectively listen and empathise with our customers.
- Computer and IT literate.
- To identify and bring to the attention of the Head of Housing, any issues which may prevent the Association from achieving corporate customer care standards and other strategic objectives.
- To maintain close working relationships with a range of internal and external customers to ensure the smooth operation
- A flexible approach to changing priorities;
- Ability to work as part of a team and on own initiative.
- A confident and articulate telephone manner;
- Ability to work under pressure and to deadlines;

Education & Qualifications

- GCSE or equivalent in English and Maths

If you are passionate about delivering outstanding customer service and thrive in a dynamic environment, we encourage you to apply for this exciting opportunity!

To apply please email your CV to:- dgribbin@wmhaltd.org.uk