

## PROGRESS HOUSING GROUP



### JOB DESCRIPTION

<b>Post Title:</b>	Progress Connect Officer (Customer Contact)	<b>Grade:</b>	6
<b>Responsible to:</b>	Customer Contact Team Leader		
<b>Based:</b>			

#### **Job Summary**

To deal with enquiries into the Group at first point of contact following Group procedures and ensuring non routine enquiries are work flowed to the appropriate team in a timely manner. To schedule tasks and appointments using the Group IT systems.

Be a good listener, with excellent communication skills and be able to deal with a wide range of people providing a first class customer service. Be able to work as part of a team, be well organised and able to use own initiative.

1. To receive and deal with a wide range of enquiries from customers and to use own judgment and the Group's procedures to respond to such enquiries at the first point of contact with the aim of first point resolution. This will include logging contacts, scheduling appointments, initiating written or verbal responses.
2. Where enquiries cannot be resolved at the first point of enquiry to schedule a task or appointment to an appropriate team, or member of staff, to deal with the enquiry and to ensure such tasks are monitored so that closure of the enquiry is done within agreed timescales.
3. To register applications onto the choice based lettings IT systems making decisions on the award of an appropriate priority using the scheme procedures and to resolve enquiries regarding the lettings schemes.
4. To monitor customers' rent accounts on a weekly basis ensuring that appropriate action is taken and to resolve enquiries relating to early arrears recovery including making appropriate agreements to recover arrears.
5. Ensure that the Group's IT systems are updated in a timely and accurate manner.
6. To provide a face to face service for all enquiries within the Progress Connect team and an ad hoc reception service when required.
7. Undertake telephoned based surveys of tenants and other customers to measure against performance standards and targets set.
8. To receive, prioritise and register repair requests onto the Group's IT systems and to schedule an appointment with the customer at the point of enquiry.
9. To receive and deal with telephone payments for rent and other charges.
10. To schedule appointments to enable contact resolution for Community Housing Officers and any other role within housing, community and support services as required by defined

service level agreements.

11. To maintain the confidentiality of customer data.
12. To ensure that information displayed in reception areas is maintained and is kept up to date.
13. To ensure service standards and performance standards set for the team and for team members are met.

### **General responsibilities**

1. Any other duties to reflect the changing workloads and priorities of the Team and the Group.
2. In carrying out the duties and responsibilities of this post, comply with the Group's policies and procedures.
3. Receive training and support the training of other staff, as required.
4. Respond to correspondence on issues covered in this job description.
5. Participate in training of other staff, as required.
6. Liaise with other sections, departments, and local authorities, voluntary and statutory agencies as appropriate.
7. Provide the services specified in this job description for customers of other associations, as required.
8. At all times present a professional, customer-focused image for the Group.

### **Corporate Responsibilities**

1. Work in line with the Group's core values.
2. Participate in the Group's Personal Review and Development Plan (PRDP) process.
3. Comply with the Groups Equal Opportunities, Customer Care and Health and Safety policies.
4. Undertake any training considered relevant to the performance of the duties of this post in furtherance of the Group's objectives.
5. Adopt a corporate, coordinated and co-operative approach to working.
6. Any other duties to reflect the changing workloads and priorities of the Department and the Group.

**Signature:**

**Date:**

**PROGRESS HOUSING GROUP**

**PERSON SPECIFICATION**

<b>Post Title:</b>	Progress Connect Officer
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<b>Reporting to:</b>	Customer Contact Manager
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<b>CRITERIA</b>	<b>ESSENTIAL/ DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b><u>QUALIFICATIONS</u></b>		
1. GCSE or equivalent in Maths and English at Grade C or equivalent	E	Application Form/Certificates
2. Relevant customer service qualification	D	
<b><u>BACKGROUND KNOWLEDGE AND ABILITIES</u></b>		
1. Experience of working in a customer service environment, communicating with customers face to face, in writing and verbally.	E	Application Form, Interview and Assessment
2. Has an understanding of social housing and social housing law	D	
3. Use of, and competency in, Word, Outlook and Excel	E	
4. Experience of working to deadlines and performance targets.	E	

<b>CRITERIA</b>	<b>ESSENTIAL/ DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b><u>BEHAVIOURAL SKILLS</u></b>		
1. Ability to deal with customers in a professional customer focussed manner either by telephone, face to face, in writing or using digital technology	E	Application Form, Interview and Assessment
2. Demonstrate a commitment to putting the customer first and the ability to deliver a consistently high quality service	E	
3. Ability to use initiative and plan ahead	E	
4. Ability to work towards performance targets	E	
5. Ability to work well under pressure and manage	E	

own workload		
6. Has a 'can do' problem solving approach	E	
7. Flexible and willingness to learn	E	
8. Tenacity, perseverance and positive approach to deal with problems and change	E	
9. Willingness to embrace change	E	
10. Positive approach to new technology	E	
11. Be open to feedback without being defensive	E	
12. Ability to follow operational procedures and processes.	E	
13. Ability to maintain confidentially	E	
14. Ability to use interpersonal skills to work co-operatively with colleagues, other teams and external agencies	E	
15. Ability to deal sympathetically and firmly with customers in difficult situations	E	

CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
<b><u>OTHER REQUIREMENTS</u></b>		
16. To participate in a team rota to provide a service from 8am until 6pm	E	Application form and interview