KNH

Job Title:- Housing Assistant	Date
Service Area:- Neighbourhoods - Customer Support & Information	Version 2

ADDITIONAL DUTIES TO JOB DESCRIPTION

In addition to the duties and responsibilities specified in the **Housing Assistant** job description, the additional duties below relate specifically to the service area of **Customer Support & Information:-**

- Provide support to the whole of KNH by dealing with customer enquires at the first point of contact, taking responsibility for dealing with a wide variety and complexity of issues considering a variety of solutions to support customer needs whilst applying policy and procedure.
- Ensure that every contact with the Support and Information team is used to pro-actively pursue rent accounts to maximise income generation for the organisation, including the setting up of payment plans, taking payments over the phone and process direct debits.
- Manage the main KNH email inbox, responding to a wide variety of email enquires in writing in a professional and clear manner.
- Respond to customer enquires through Choose 'n' Move, and provide advice and bidding support to all customers, assessing applications from those customers applying to be placed on the Housing Register in line with agreed policy and procedure.
- Contribute to the rolling programme to review the Housing Register to ensure that applications are still relevant and up to date, making decisions about who should remain on the register in line with agreed policies and procedures.
- Deal confidently and calmly with face to face and telephone enquiries from customers who can at times be angry or aggressive calling, ensuring that you are courteous providing a positive and calm response.
- Ensure performance standards and targets are maintained to meet agreed service levels.
- Use the in-house electronic housing management system to effectively record all contacts with customers and relevant details to enable effective date management and reporting.

SPECIFIC QUALIFICATIONS OR TRAINING FOR THIS SERVICE AREA

12/10/17 v2