

Job Description

Post: Customer Service Administrator

Date: May 2025

Main Purpose:

Working as part of a small team you will fulfil an important role in delivering Family Housing Association's aim of providing the best possible services to our tenants. You will help provide vital front-line services to our tenants, answering telephone calls, entering and processing repairs and liaising with contractors. You will have a friendly and professional manner and will build a strong relationship with our tenants, listening to their concerns and helping where you can. You will provide administration support to the team performing a wide range of administrative tasks including data entry, preparing and sending letters, making appointments, photocopying, scanning documents and filing. You will also spend some time out of the office, visiting properties across Wirral, to visit tenants and deliver documents, so a full driving licence and access to a car would be beneficial. There will be some lone working required so the ability to work independently is required. Through a positive, supportive, and friendly approach you will help to build positive professional relationships with other Staff, our Contractors, our Tenants, and the local community.

Key Areas of Responsibility

- Answering telephone calls and speaking to visitors to the office, listening to their concerns and providing advice and support where possible.
- Process repairs on our systems, liaising between tenants and contractors.
- Data entry onto various systems to support the team.
- Scanning and organising electronic documentation.
- Arrange appointments for visits, sending out letters and schedules to tenants, preparing survey forms and liaising with tenants over access.
- Follow up reports of damp and mould until tenants confirm it is resolved.
- Assist with preparation of appropriate paperwork for the annual rent increase.
- Assist with the collation of Board and Committee Papers.
- Schedule visits, liaising with the team and tenants.
- Assist with managing electricity and gas bills for empty properties.
- Visit tenants and process any repairs identified.
- Work effectively with other team members to meet objectives and targets.
- Monitor email accounts and process incoming and outgoing post.
- Attend appropriate regular training as identified in one-to-one meetings with your line manager.
- Carry out any other duties within the scope, spirit and purpose of the job as requested by management.