

## **Tuath Housing: Rent Coordinator (Credit Controller)** **(<https://www.activelink.ie/node/108904>)**



### **Job Title: Rent Coordinator (Credit Controller)**

**Location:** Dublin city centre

**Contract:** Full time / Permanent

**Hours:** 37 hours per week

**Reporting to:** Rent Recovery Manager

### **About Us:**

Tuath Housing has provided safe, secure and affordable housing since 2006. A lot has changed over the years, but our values remain the same. In partnership with Key Stakeholders, our main focus is on delivering more quality homes to more people and providing an outstanding Customer experience to our 27,000 residents. Working with Tuath Housing is different because we make a difference. We maintain and develop our team of dedicated, motivated, and authentic people through focused training and career development.

### **Our People and Culture:**

Our employees benefit from a positive working culture, learning and development opportunities, and an extensive benefits package which includes:

- 24 days annual leave
- Attractive salaries commensurate with experience
- Pension scheme, bike-to-work scheme and a wellness allowance
- Career development opportunities and a study aids scheme
- Access to an Employee Assistance Program
- Flexible working and an excellent work-life balance package

Tuath Housing are accredited with the Bronze Award from Investors for Diversity and are committed to promoting a diverse and respectful workplace reflective of all cultures, nationalities, backgrounds, genders, members of the LGBTQ+ community and people from traditionally marginalised backgrounds. We are committed to creating and maintaining a workplace where all colleagues can be their most authentic self.

Tuath is committed to embedding environmental, social and governance (ESG) considerations into every aspect of the business, and to implementing a business plan that emphasises social responsibility throughout our operations. We strongly believe in the importance and value of working in partnership with our many stakeholders to deliver more homes to more people, creating communities across the country. By tracking Tuath's ESG achievements, we can lead the way in making the affordable housing sector in Ireland more sustainable; and by having a positive environmental and social impact Tuath will also deliver better results to our residents, our employees, and the wider community.

If you are driven to make a difference and believe that everybody needs a home, Tuath is waiting to hear from you.

### **Position Summary:**

The Rent Coordinator is responsible for managing tenants' rent accounts, presenting rent payment policies and procedures at pre-tenancies, maximising rent collection and controlling arrears.

## The successful candidate will:

- Work individually and as part of the credit control function to maximise rent collection and control arrears, by phone, letters, emails and on-site visits.
- Present Rent payment policies and procedures at pre-tenancies and RTB adjudications.
- Build and maintain customer relationships for all tenants in arrears and accompany Housing Officers to visit tenants in severe arrears to discuss payment plan/options.
- Monitor and respond to webchats, deal with enquiries and immediately advise Housing Officers of any issue which requires attention
- Reassess tenants rent using appropriate rent and policies and income details.
- Prepare month end/ad-hoc/ Year end reports on Aged Debtor (Tenant) Analysis.
- Assist with Confidential Income Statement (CIS) processes on an annual basis.
- Assisting with update and maintenance of the database on all tenant information as and when notified via correspondence.
- Maintain unclaimed report database and liaise with the bank to resolve any issues.
- Liaising with Local Authorities and Revenue for remits, and wish An Post regarding household budget payments, setups and terminations.

## Person specification:

- Suitable candidates will have a Certificate/Diploma and excellent skills in Microsoft Office.
- Full clean driving licence and access to own vehicle.
- At least one years' experience in a similar environment.
- Excellent administrative skills and ability to produce Pivot Tables, spreadsheets, presentations, and memos.
- Excellent communication, interpersonal and relationship-building skills.
- Ability to work effectively as part of a team and independently.
- Good organisational and time-management skills.
- Ability to handle sensitive and confidential information.
- Commitment to working in a customer-focused and solution-oriented manner.
- To participate on forums/working groups/committees as required.
- Carry out any other reasonable duties as may be required from time to time.
- To positively promote a sustainable organisation, helping to reduce our environmental impact and participate in sustainable initiatives across Tuath Housing.
- Promote a culture which is supportive of excellent service delivery and meets Tuath Housing's vision, mission, and values.

## Working for Tuath Housing:

- Attractive salary commensurate with experience
- 24 days annual leave
- Service leave
- Organisational performance bonus
- Generous pension scheme
- Sick leave
- Wellness allowance
- Hybrid working
- Bike-to-work scheme
- Flexible working hours
- Career break
- Career development program
- Employee assistance program
- LinkedIn Learning licence
- Employee Green Team
- Sports & Social Club
- Work-life balance package

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**d22f2/Activelink)**

**Region**

Dublin City

**Date Entered/Updated**

12th Jun, 2024

**Expiry Date**

12th Aug, 2024

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**Source URL:** <https://www.activelink.ie/vacancies/community/108904-tuath-housing-rent-coordinator-credit-controller>