

Circle Voluntary Housing Association: Customer Services Coordinator (<https://www.activelink.ie/node/109052>)



Customer Services Coordinator

The role:

The Customer Services Coordinator will lead the transformation from a customer service team to a proactive contact centre, which will manage all incoming interactions and deal directly with the most frequent service requests. The aim is to develop a right first-time culture which deals with service requests in the most efficient and Tenant First led manner.

They will work closely with Customer Experience Manager and Director of Services on the development of existing Housing IT systems, developing and implementing AI technologies to automate the most frequent service requests, and ensuring that the contact centre is effectively supported to deliver excellent services. They will provide support and supervision to the Customer Services Officers. In delivering the key requirements of the role, the successful candidate will liaise and work closely with managers and coordinators in developing policies, procedures and projects to improve services, ensuring that all tenants receive a timely and positive response to their contact with Circle VHA by achieving high rates of satisfaction.

Location: Hybrid working, with office and national site attendance required

Reporting To: Customer Experience Manager

Contract: Permanent, Subject to a six-month probationary period

Salary Range: €48,500 - €67,900 starting salary dependent on experience

Hours: 37.5 hrs per week over 5 days

Leave: 26 days

Pension: Available on completion of probation

Travel: The post requires a valid driving licence and the use of a car for business purposes. Expenses policy applicable

Head Office: Phoenix House, Castle Street, Dublin 2

To Apply:

Please send your CV and accompanying covering letter to recruit@circlevha.ie (<mailto:recruit@circlevha.ie>) by the closing date.

Closing Date: 5pm Friday 5th July 2024

Interviews: Final interviews are anticipated to take place W/C 8th July 2024

Region

Hybrid / Dublin

Date Entered/Updated

19th Jun, 2024

Expiry Date
5th Jul, 2024

Attachment

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Customer Services Coordinator Job
Description.docx

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