

CUSTOMER RELATIONS DIVISION

POSITION DESCRIPTIONS		
POSITION: WORKS ASSESSMENT EXECUTIVE	DEPARTMENT: CUSTOMER RELATIONS	ISSUE DATE: July 2017 Revised dates :

Position	Works Assessment Executive
Incumbent	
Department	Customer Relations
Location	Valelevu & Lautoka
Reports to	Manager Customer Relations
Purpose: The incumbent assists Manager Customer Relations in achieving the set objectives and targets for the division's activities that support Housing Authority's business objectives and facilitate its profitable growth whilst maintaining customer satisfaction. The role focus is on providing CLE, construction and building inspections, renovations, repairs to buildings, re-definition property surveying and other related works for HA customers	
Accountabilities The jobholders has the following accountabilities: <ol style="list-style-type: none"> 1. Achieving Sales and Loans targets <ul style="list-style-type: none"> - Ensure CLE, Village scheme & other activity monthly targets are met through new construction, upgrading, boundary identification, renovation/repairs of client and HA houses and properties. - Continuous marketing and selling of Housing Authority's product and services. - Technical advice to existing and potential clients and assistance in obtaining required approvals from regulatory organizations. - Review of existing and introduction of new site plans & designs of new houses for existing and potential customers. - Costings of MT17, MT18, vandalized property for insurance purposes - Participation in marketing activities to external organisations and customers. - Provide weekly/monthly reports to Management on performance. - Supplier services at the least cost for Housing Authority and clients. 2. Customer Relationship Management <ul style="list-style-type: none"> - Continues improvements in customer services to meet customer's needs. - Clients understand terms and conditions of loans and other available services and products. - Ensure that customer queries and complaints are resolved within the required time frame. - Maintain regular customer contact through the provided means including contractors. - Ensuring self is well versed with all Authority's products and services. - Provide counseling session with clients when applying for loan and when HA documents are given to them. - Corporate image initiatives are executed as per established plans. 3. Administration <ul style="list-style-type: none"> - Adherence to relevant statutory requirements. - Responsibility for customers, visitors and fellow employees in reducing risk. - Complete reports for input towards monthly board papers. - Participation in Housing Authority's aim of total customer satisfaction. - Understanding Housing Authority's strategies, policies, procedures and operational guides. 	
Working Relationships:	

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Internal – Lending Officers, Lending Managers, Finance Officers and MIS

External - Building contractors, materials/hardware suppliers, town/city councils, Lands & Survey Department, Town & Country Planning Department

Major Challenges:

- Increasing customer satisfaction
- Growing the customer base
- Assisting in improving team productivity
- Competition from other financial institutions

Competencies:

Customer Services
 Communication
 Problem Solving
 Team Oriented
 Resource Management
 Safety and Environmental awareness
 Maintain and enhance professional integrity
 Ability to interpret information, write complex letters, comprehensive reports and perform complex calculations

Required Knowledge and Experience:

- Trade Apprenticeship/Ordinary Diploma in construction/carpentry and joinery/civil engineering
- English language skills
- 2 years relevant experience

Salary Range: \$19,478 - \$ 29,218

Band : 3

POSITION HOLDER: _____ **DATE:** _____

MANAGER CUSTOMER RELATIONS: _____ **DATE:** _____

GM CUSTOMER RELATIONS: _____ **DATE:** _____

CHIEF EXECUTIVE OFFICER: _____ **DATE:** _____