

**CUSTOMER RELATIONS DIVISION**

<b>POSITION DESCRIPTION</b>		
<b>POSITION: WORKS ASSESSMENT EXECUTIVE</b>	<b>DEPARTMENT:CS LABASA</b>	<b>ISSUE DATE:</b>

Position	Works Assessment Executive
Incumbent	Vacant
Department	Customer Service Team
Location	Labasa Branch
<b>DATE</b>	

**Purpose:**

The incumbent will assist Customer Service in leading the team to ensure the achievement of 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, through providing CLE, construction and building inspections, renovations, repairs to buildings, re-definition property surveying and other related works for HA customers.

The incumbent will also be required to lead, plan, organize, review and implement strategies and manage resources entrusted to you and your team, to ensure the achievements of the Authority's overall business objectives. To assist with overall customer enquiries, loan enquires and assessment.

To contribute towards the achievement of other departmental and divisional goals and objectives.

**Accountabilities:**

1. **Administrative Accountabilities:**

- Assist the Branch Manager in the overall administration of the section.
- Ensure that the team and individual work plans are drawn up and achieved.
- Provide guidance and support to the team or individual staff as and when required.
- Ensure the safety and protection of assets allocated to the team.
- Assist in maintaining sound Occupational, Health and Safety practices within the department.

2. **Achieving Sales and Loans targets**

- 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 mortgagee properties, vandalized property for insurance purposes
- Participation in marketing activities to external organizations and customers.
- Provide weekly/monthly reports to Management on performance.
- Supplier services at the least cost for Housing Authority and clients.

3. **Customer Relationship Management**
  - Continues improvements in customer services to meet customers' 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.
  
4. **Corporate image initiatives are executed as per established plans.**
  - Technical Supervision.
  - Planning and allocating of works.
  - Verification and control of construction process of home loan houses and upgrading/repairs to houses.
  - Carry out costing of new constructions and upgrading/repair of houses.
  - Provide technical advice in relation to tender procedures and all building construction related matters.
  
5. **General**
  - 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.
  - Any other duties as required by Branch Manager or Management.

### **Working Relationships:**

#### **Internal**

- All Departments within Housing Authority 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, Experience and Qualifications:**

The following competencies, experience and qualifications are required to do this job:

- Computer literacy
- Good customer services skills
- Good interpersonal skills
- Good communication (written and verbal) skills
- Problem Solving

- Team Oriented
- Highly motivated
- Rational thinking
- Resource Management
- Safety and Environmental awareness
- Ability to interpret information, write complex letters, comprehensive reports and perform complex calculations
- Understanding Housing Authority's strategies, policies, procedures and operational guide
- 2-3 years' relevant experience
- Minimum Requirement: Trade Apprenticeship/ Advanced Diploma in Construction/Carpentry and Joinery/Civil Engineering or equivalent