

# Collection Officer

(Former Tenancy Arrears & Parking)

Don't just find a job. Feel it.



As part of our rents team, you'll use your stellar communication and customer service skills to support customers to pay their rent arrears after tenancies have ended and parking charges.

## Connect with what you'll do

### In the role you'll:

- ▶ Trace former tenants with outstanding balance and take appropriate steps to ensure the balance is paid in full or payment arrangements are negotiated
- ▶ Respond to routine enquires from tenants and collection agencies, in person, through correspondence and by telephone
- ▶ Ensure all issues are resolved quickly and accurately in a way that satisfies the customer
- ▶ Instruct and liaise with debt collection agents as and when required.
- ▶ Make recommendations for write offs in accordance with agreed policy.
- ▶ Take recovery action, with an emphasis on personal contact, telephoning, texting and emailing.
- ▶ Deliver a high-quality collection recovery service in full accordance with RHP policies and procedures.
- ▶ Ensure prompt action is taken where appropriate, monitoring accounts regularly and liaising with the internal financial support specialist.
- ▶ Ensure the housing system and payment engine are kept up to date where tenancies are on notice to end
- ▶ Gain feedback by conducting exit interviews with former tenants in arrears.
- ▶ Play your part in creating a true e-first culture within the team.
- ▶ Be obsessed about all things customer and looking ahead for ideas, taking the time to think about how we can innovate and improve our services.
- ▶ Be brilliant at the basics, knowing your role, your systems, your services and all your customers inside out.
- ▶ Be a great team player and do what it takes to keep the business moving forward.
- ▶ Support the Rent Call Queue, ensuring high quality customer service is provided

## Connect with how you'll do it

### We're looking for someone with experience of:

- ▶ Managing administration functions
- ▶ Communicating clearly, concisely and thoughtfully both verbally and in writing to customers.
- ▶ Performing basic and accurate figure work with excellent numeracy skills
- ▶ MS Office including Word, Excel, PowerPoint and Outlook
- ▶ Working in an administrative role within a fast-paced environment
- ▶ Knowledge of former tenancy arrears management / collecting commercial debt.

### The key behaviours we're looking for in this role include:

- ▶ Role model our values – Know our stuff/Make it happen/we care
- ▶ Being digitally savvy and learning quickly to be proficient in our systems and using them efficiently to support our customers
- ▶ Demonstrating exceptional attention to detail with an obsession of getting things right
- ▶ Working collaboratively with your colleagues to achieve a mutual goal in making things better.
- ▶ Remaining curious to find better ways of working to improve the customer experience.
- ▶ Acting quickly when things just aren't right.
- ▶ Resolving issues by being open to new ideas and being flexible and willing to try different things.
- ▶ Taking pride in being organised so you can deliver your promises on time.
- ▶ Holding your hands up when you make a mistake, quickly re-focusing to put things right and demonstrating learning to ensure it doesn't happen again.
- ▶ Being the best version of yourself in every situation, coping well under pressure and showing resilience even when it's tough