



Job Description

Job Title:	<i>Rent Control Officer</i>
Department:	Resident Services
Responsible to:	Regional Manager
Job Purpose:	To effectively co-ordinate rent arrears and receipt of residents income documentation within the Western Region
Core Duties & Responsibilities:	<ul style="list-style-type: none"> ➤ To effectively co-ordinate and ensure that targets set in relation to overall percentage rent arrears, accuracy of balances and rents being charged are achieved. ➤ To ensure that effective rent arrears controls are put in place and that total rent arrears are not greater than 3% of annual rental income. ➤ To ensure that residents rent balances are correct at all times. ➤ To complete Annual Rent Reviews on all accounts. ➤ To issue rent statements to residents on a quarterly basis. #These are issued from Waterford ➤ To ensure that income documentation is received and accurate when rent is being charged for all residents. ➤ Ensure accounts at start and end of tenancies are correct ➤ Liaise with Local Authorities on all HAP and RAS applications. ➤ General office duties including filing, records management, dealing with rental queries, mail and photocopying. ➤ Prepare and present relevant reports as required. ➤ Work as part of a multi-disciplinary team liaising on a daily basis with internal and external clients and agencies. ➤ Any other relevant duties that may be assigned from time to time
Person Specification:	<ul style="list-style-type: none"> ➤ Excellent communication and interpersonal skills including the ability to remain calm and polite with customers who may be angry or upset ➤ Excellent numeracy skills ➤ Excellent negotiation, organisation and planning skills ➤ Good report writing and presentation skills ➤ A number of years' experience in an administrative role essential ➤ Previous collections experience desirable ➤ Good computer literacy including proficiency of the MS Office suite ➤ Self-motivation and flexibility in their attitude to work ➤ Ability to work as part of a team and to deadlines ➤ A full driver's licence and full use of a car is essential