



## JOB DESCRIPTION

**Respond is the largest housing association in Ireland providing social housing and homeless services. We are building our team of people with ambition and ability to achieve our aim to meaningfully address the housing and homelessness crisis Ireland.**

<b>Role:</b>	<b>Rent Control Officer</b>
<b>Location:</b>	<b>Dublin /Leinster and Munster</b>
<b>Reporting to:</b>	<b>Tenant Relations Manager</b>
<b>Terms:</b>	<b>Fixed Term Contract – Full Time (Mon to Fri)</b>
<b>Job Purpose:</b>	<b>To implement the Company Rent &amp; Arrears policy effectively in your region, to manage rent arrears and the receipt of residents income documentation within your specified region.</b>

### **Core duties and responsibilities:**

- To implement the Company Rent & Arrears Policy effectively in your region 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 and periodic rent reviews as required on all accounts.
- To coordinate the issuing of 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 commencement and termination 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.
- To work in cooperation with our legal dept. in the preparation of submissions to the RTB.
- 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:**

- A number of years' experience in a credit control/collections environment would be highly desirable.
- 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, particularly Excel & Word.
- 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