

<b>JOB DESCRIPTION:</b>	<b>RENT COORDINATOR</b>
<b>LOCATION:</b>	<b>DUNDALK TOWN CENTRE</b>
<b>CONTRACT:</b>	<b>FULL TIME/ FIXED TERM- 37 HOURS PER WEEK/ 24 MONTHS</b>
<b>RESPONSIBLE TO:</b>	<b>RENT OPERATIONS MANAGER</b>

### **JOB REQUIREMENTS:**

This role requires the successful candidate to be located in Dundalk, County Louth. The candidate must have their own method of travel and also have the ability to work from home if required.

### **KEY RESPONSIBILITIES**

#### **Rent Control**

1. Reporting directly from Dundalk Office to the Rent Manager, preparing month end/ad-hoc/ Year end reports on Aged Debtor (Tenant) Analysis.
2. Responsibility for rent accounts in the designated patches in the Republic of Ireland.
3. Assisting with Confidential Income Statement (CIS) processes on an annual basis.
4. Maintaining unclaimed report database and liaises with the bank to resolve any issues.
5. Liaising with Local Authorities and Revenue for remits
6. Assisting with correspondence efficiently and promptly deal with enquiries and immediately advise Housing Officers of any issue which requires attention.
7. Assisting with update and maintenance of the database on all tenant information as and when notified via correspondence.
8. Building and maintaining customer relationship for all tenants in arrears.
9. Operating Live Chat function on Tuath Website to assist tenants with Rent queries
10. Working individually and as part of the credit control function to maximise rent collection and control arrears, by phone, letters, emails and on-site visits.
11. Presenting Rent payment policies and procedures at pre-tenancies and RTB adjudications.
12. Accompanying Housing Officers to visit tenants in severe arrears to discuss payment plan/options.
13. Liaising with An Post regarding Household Budget payments, setups and terminations.
14. Ad– Hoc reports as requested by Rent Manager.
15. Reassess tenants rent using appropriate rent and policies and income details.

16. General and reciprocal cover for the other Income & Rent Co-ordinator in the team including PPP schemes which Tuath are involved in.

### **Health and Safety**

17. To conduct all activities in a manner which is safe to yourself and others.
18. To be aware and act in accordance with the Association's Health and Safety Policy.

### **General**

19. Participating on forums/working groups/committees as required.
20. Assisting with general administrative duties within the organisation as required.
21. Contributing to the effective delivery of a Quality Service through the formulation, review and proper implementation of policies and procedures.
22. Any other duties as required.

### **Essential Requirements**

23. You have aptitude to self-manage and work as part of a team with colleagues in Cork and liaising daily with staff in Tuath's other offices in Cork, Dublin and Galway
24. You have 1-2 years' experience in a similar environment in housing /residential property
25. You have a proven record of reaching targets
26. Have a Full Driving licence applicable in the Republic of Ireland
27. You can build rapport and relationships with customers and tenants
28. You must be fluent in English
29. You can work in a fast-paced, multi-tasking environment
30. You have excellent written and verbal communication skills

**This job description is not definitive or restrictive and will be subject to period review as deemed necessary and/ or in light of job-related developments.**