

POSITION DESCRIPTIONS		
POSITION: CUSTOMER RELATIONS EXECUTIVE	DEPARTMENT: CUSTOMER RELATIONS	ISSUE DATE: July 2017 Revised dates : Nov 2024

Incumbent	X 15 (Suva- & Valelevu -6 & West -7)
Department	Customer Relations
Location	Suva , Valelevu & Lautoka
Reports to	Branch Manager

Purpose:

The incumbent assists the Branch Manager in achieving 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. The role focus is attracting and maintaining customer through loans and property sales. On a rotational basis, the incumbent will ensure that all cash receipts for HA are properly recorded and reconciled.

Accountabilities

The jobholders has the following accountabilities:

1. Achieving Sales and Loans targets
 - Continuous marketing and selling of Housing Authority's product and services including stock houses, lots, real estate and other services by including undertaking adequate depth and quality financial analysis of customers.
 - Processing Loans and Sales applications including full assessment, which are objective, clear and concise when making commending for approval wherever viable.
 - Ensure that loans requirements have been complied with.
 - Being proactive in credit structuring and evaluating alternative ways to make proposals into acceptable proposals.
 - Participation in marketing activities to external organisations as well as the Village Scheme Projects.
 - Provide weekly reports to Management on performance.
 - Identifying areas requiring improvements in mortgage accounts.
 - Working closely with inspection /Valuation Teams to ensure valid costing and valuation of properties
2. 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, complaints and loan application are resolved within the agreed service levels.
 - Maintain regular customer contact through the provided means.
 - Ensuring self is well versed with all Authority's products and services.
 - Provide counseling session with clients when applying for loan and when offer letters and other HA documents are given to them.
 - Corporate image initiatives are executed as per established plans.
 - Assisting customer on lodging of FNPF & HAG applications
 - Suva CR staff - assist in the cashiers duties and banking

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<p>3. Administration</p> <ul style="list-style-type: none"> - 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. <p>4. Customer payments</p> <ul style="list-style-type: none"> • Ensuring that all customer payments are properly recorded in a timely manner. • Ensuring that banking are done daily and adequate security provided within and outside office premises. • Ensuring that all receipts are recorded in the correct GL. <p>5. Petty cash</p> <ul style="list-style-type: none"> • Disbursing petty cash funds • Reconciling petty cash voucher with receipts received • Submitting cheque requisitions for petty cash reimbursement • Follow up on receipts and ensuring all reimbursements are done within a week. • Preparing petty cash reconciliation for daily cash counts. <p>6. Preparing cashiers report</p> <ul style="list-style-type: none"> • Preparing daily cashier reports for daily cash counts. • Banking daily <p>7. Carry out any other duties within the scope of the position or related as assigned by the Branch Manager/Management team from time to time.</p>
<p>Working Relationships:</p> <p>Internal – Lending Officers & Managers, Finance Officers and MIS Officers.</p> <p>External - Customers, FNPF, suppliers, local authorities and councils</p>
<p>Major Challenges:</p> <ul style="list-style-type: none"> - Increasing customer satisfaction - Growing the customer base - Assisting in improving team productivity - Competition from other financial institution
<p>Competencies:</p> <ul style="list-style-type: none"> • Diploma in Business Studies (Accounting/Banking/Finance /Management) or other related field • 3 years relevant experience • Valid Class 2 Driving License is desirables

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- Computer literacy
- Customer Services
- Communication
- Problem Solving
- Team Oriented
- Resource Management
- Safety and Environmental awareness
- Ability to interpret information, write complex letters, comprehensive reports and perform complex calculations

Required Knowledge and Experience;

- Successful completion of in Seventh form exam
- English language skills.