

## JOB DESCRIPTION

<b>Department:</b>	Business Development
<b>Unit</b>	Tenants Relationship
<b>Position Title:</b>	<b>Executive II – Tenants Relationship</b>
<b>Reports to:</b>	Chief Officer
<b>Pay Grade:</b>	CLA 4 (Collective Agreement 2022 – 2026)

### Job Summary

The Executive II Tenant Relationship Officer is responsible for fostering and maintaining positive relationships between property management and tenants. This role involves addressing tenant concerns, coordinating services, and ensuring a high level of tenant satisfaction. The incumbent acts as a liaison to facilitate communication, manage expectations, and enhance the overall tenant experience.

### Accountability and Responsibilities

#### Communication and Engagement:

- Act as the main point of contact for tenants, addressing inquiries, concerns, and requests promptly and professionally.
- Establish and maintain positive relationships with tenants through regular communication channels such as email, phone calls, and in-person interactions.

#### Issue Resolution:

- Receive and assess tenant complaints, concerns, and maintenance requests.
- Collaborate with relevant departments (maintenance, property management, etc.) to ensure timely resolution of issues.
- Provide clear and concise information to tenants regarding issue resolution timelines and updates.

#### Lease and Agreement Compliance:

- Educate tenants on lease terms, rules, and regulations to ensure compliance.
- Monitor tenant activities to identify any breaches of lease agreements and take appropriate actions in consultation with property management.

#### Emergency Response:

- Serve as a point of contact during emergencies, coordinating with emergency services and property management to ensure the safety and well-being of tenants.
- Communicate emergency procedures and protocols to tenants and assist in their implementation.

**Documentation and Record-Keeping:**

- Maintain accurate records of tenant interactions, complaints, and issue resolutions.
- Prepare and distribute notices, announcements, and other communications as needed.

**Tenant Education:**

- Provide information to tenants regarding community resources, amenities, and local services
- Organize informational sessions or workshops to enhance tenant awareness of property policies and procedures.

**Conflict Resolution:**

- Mediate and resolve disputes between tenants, promoting a harmonious living or working environment.
- Document conflict resolution processes and outcomes.

**Tenant Feedback and Surveys:**

- Collect and analyse tenant feedback through surveys and other means to identify areas for improvement.
- Implement initiatives based on feedback to enhance tenant satisfaction.

**Other:**

- Attends any other briefings and meetings as requested, takes minutes during meetings, and follows on any action required.
- Follows up, coordinates, and communicates with external clients and/or stakeholders as appropriate.
- Undertake any other duties as directed by the Senior Coordinator or Management.

**Consultation**

- Consults with the Senior Coordinator and/or other designated person in resolving issues and problems which are of a sensitive nature and / or of a strategic importance.
- Coordinates and communicates with other internal and external stakeholders as appropriate.

**Self-Improvement**

- Keeps up to date with new trends, instruments, and methodologies in relation to the management of projects that could potentially impact on INDIS goals, objectives, and efficiency in this regard.
- Keeps up to date with the latest developments within INDIS.

**Supervision Received**

- Direct supervision and guidance from the Senior Coordinator and/or designated person.

**Working Conditions**

- A flexible approach to work is required as there may be occasions when it is necessary to work additional hours, or outside office hours, and/or in crisis situations and/or to meet deadlines.

- May be required to attend meetings or for work at INDIS Malta Head Office in Malta.

#### **Qualifications and experience**

The required candidate should have a solid background in Tenant Relationship or Customer Care. Any related background may be considered relevant for this post.

#### **AND**

An academic qualification in a relevant field of study at National Qualification Framework Level 4 or better, duly certified by the Malta Qualifications Recognition Information Centre (MQRIC) in a widely recognized professional qualification at a comparable level and shall have a minimum of two (2) years' relevant work experience in a similar role.

#### **OR**

An academic qualification in a relevant field of study at National Qualification Framework Level 3 or better, duly certified by the Malta Qualifications Recognition Information Centre (MQRIC) in a widely recognized professional qualification at a comparable level and shall have a minimum of five (5) years' relevant work experience in a similar role.

If the candidate does not have the necessary academic or professional qualifications but have at least ten (10) years of relevant experience in a similar role, the Company would still be interested in speaking with him/her

#### **Disclaimer**

*This job description explains the general nature and level of work performed in this role. It is not intended to be an exhaustive list of all duties, skills, responsibilities, or knowledge. This job description is subject to change by Management as needed.*