

The Section 8 Administrators Association Presents:
An In-Person Two-Day Training

**Improving Customer Service Delivery
and Ensuring PHA Job Safety and
Satisfaction**



Patti Zatarian-Menard, Senior Associate

<u>Location:</u>	Four Points by Sheraton 1125 Boston-Providence Turnpike, Norwood, MA 02062
<u>Date:</u>	October 27 and 28, 2022
<u>Time:</u>	8 am to 5 pm
<u>Fee:</u>	\$350 per member \$700 per non member

The session will run from 8:00-5:00 with a break for lunch and time reserved for questions, discussion and networking. Morning coffee, Lunch and Training Manual included.

THE TRAINING WILL COVER THE FOLLOWING TOPICS:

- Understanding the context and struggles of customers
- Improving staff retention and satisfaction
- Developing self-care strategies for staff
- Dealing with upset customers
- Interviewing persons with disabilities
- Creating a customer service environment
- Ensuring a Fair Housing Environment

LEARNING OUTCOMES

Upon completion of this **Customer Service Training**, staff should be able to:

- Improve the quality of customer service at the points of contact in the housing choice voucher and public housing programs
- Identify agency and community barriers to customer service and develop strategies to remove them
- Assess the PHA's service delivery, identify its strengths and vulnerabilities, and develop an action plan accordingly
- Identify the necessary components to develop a customer service policy
- Apply ideas and tools to improve the quality of service delivery and job satisfaction
- Improve community relationships to further advance the PHA's housing goals in the context of the PHA plan

WHO SHOULD ATTEND?

Occupancy staff, their supervisors and directors, and all employees who interact with applicants and participants as part of their regular job duties

Registration Form

October 27th and 28th, 2022

**Improving Customer Service Delivery and Ensuring PHA
Job Safety and Satisfaction Training**, Includes Training Manual

****In Person** 8am- 5pm**

(with morning coffee service and lunch included)

\$350 Member or \$700 Non-Member

(All attendees from one agency can be listed on this form) Multiply cost by number of attendees

Member: (yes or no)
Name(s)
Agency
Phone
Email(s)
Total # of Registrations:
Amount due to Section 8 AA:

No refunds will be granted to anyone who registers but fails to attend the training or who cancels after October 21, 2022

How do I register?

EMAIL/SCAN REGISTRATION FORMS TO: Jasmin Jean-Louis, Melrose Housing Authority at
S8AAssociation@gmail.com

How do I pay?

PLEASE NOTE OUR NEW ADDRESS FOR CHECKS. PLEASE INFORM YOUR FINANCE DEPT.

Please make checks payable **only** to:

SECTION 8 ADMINISTRATORS ASSOCIATION,
C/O Burlington Housing Authority,
15 Birchcrest Street,
Burlington, MA 01803