

The Section 8 Administrators Association Presents:



Customer Service Specialist

WEBINAR

Presented by Nan McKay and Associates, Inc.

Date: February 19, 2025 - February 20, 2025

Time: 8:30am - 4:30 pm (Day 1) and 8:30am - 4:30pm (Day 2)

Agenda is attached

Fee: \$250 per member \$500 per non-member

This webinar will present ideas and strategies to improve customer service delivery of individual staff, management and the organization, including:

- Understanding the context and struggles of customers
- Improving staff retention
- Developing self-care strategies
- Dealing with upset customers
- Interviewing persons with disabilities
- Creating a positive customer service environment

Upon completion of this training, attendees should be able to:

- Improve quality of customer service in the housing choice voucher and public housing programs. Apply ideas and tools
- Identify agency and community barriers and develop strategies to remove them
- Assess the PHA's service delivery and development an action plan
- Identify the necessary components to develop a customer service policy
- Improve community relationships

Who Should Attend?

Leased Housing and Public Housing staff and their supervisors.

Please register by February 6, 2025. We need to send the trainer all attendees on this day for materials and certificates of completion. There is no exam.

The webinar link will be sent directly to the attendees. Please make sure you have attendees' email on the registration form.

Registration Form

**February 19, 2025 - February 20, 2025
Customer Service Specialist Webinar by Nan McKay**

\$250 per Member or \$500 per Non-Member

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

Names(s)	
Agency	
Phone	
Email(s)	
Total # of Registrations	
Amount due to S8AA	

No refunds will be granted to anyone who registers but fails to attend the training or who cancels after February 6, 2025.

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How do I register?

EMAIL REGISTRATION FORMS TO: S8AAssociation@gmail.com. The sender will receive an email confirming receipt of the registration(s).

How do I pay?: Please make checks payable **only** to Section 8 Administrators Association and mail to:

**SECTION 8 ADMINISTRATORS ASSOCIATION
C/O Watertown Housing Authority,
55 Waverley Ave.
Watertown, MA 02472**

Or you can submit to our paypal account: paypal.me/Section8AA