

Position Description

Position Title	<i>Housing Services Advisor</i>
Department:	<i>Housing Services</i>
Reports to:	Housing Services Manager

Purpose of the Position

To provide specialist expertise within the Customer Service Team and more broadly across Housing Choices Australia as appropriate.

Reporting to Housing Services Manager, the Housing Services Advisor is responsible for the first response customer service delivery in line with the National Housing Service Standards.

This role positively represents the organisation through the provision of excellent customer dealing with enquiries regarding all housing and property services. You will provide customer service to assess and resolve enquiries, requests, and complaints to ensure that customer enquiries are resolved at first point of contact or referred to the relevant department and services.

In addition, you will provide administrative support, including tasks associated with initial assessment and planning, vacancy coordination, rent reconciliation, coordinating property maintenance requests and other administrative tasks as required by the business.

Cultural Alignment

Personal alignment with Housing Choices Australia's values is an important part of working with us.

- **We put people first**
- **We work together**
- **We trust and are trusted**
- **We learn and adapt**
- **We strive to be better**

Specific Responsibilities

- Actively contribute to creating a high performing and collaborative team
- Develop solutions and deliver outcomes that reflect HCA's values, priorities, policies
- Contribute to the development and implementation of best practice within the Customer Services Team.
- Develop effective internal relationships and collaborations to progress HCA's strategic agenda and outcomes for residents.

Customer Services Operations

- Provide support to internal stakeholders across the Housing Choices South Australia Group to deliver quality service to applicants, tenants and other stakeholders.
- Provide in depth support and assistance to resolve enquiries and transactions via a range of methods to achieve First Call Resolution.
- Provide appropriate advice and guidance to customers regarding housing opportunities, options and services.

- Timely processing of applications for housing on the Single Housing Register including checking eligibility, following up applicants with outstanding items associated to complete the application, carry out duties associated to the waiting list review and supporting residents who require assistance to complete the necessary application form – in accordance with Community Housing Eligibility Policy.
- Timely processing of maintenance requests in accordance with maintenance response standards.
- To assist and advise potential and existing customers using a computerised customer relationship management system (CRM) on a full range of issues including but not limited to, rent accounts, rent arrears and other debts, repairs and maintenance, neighbourhood disputes, complaints, and other customer enquiries.

Customer Service

- Acts as a role model for excellent customer care and service, delivering a first customer response service that meets/exceeds HCA's National Housing Service Standards.
- Work collaboratively to provide efficient and streamlined customer service which is valued and highly regarded by our customers.
- Effectively deal with customer requests, needs and requirements and proactively receive and act on feedback and complaints, escalating complex matters as required.
- Work as part of a collaborative team member and participate in coaching, team activities and training to continuously support best practice in customer service.
- Maintain accurate customer service data, information and records as required.

Administration and Support

- Assist with reception and office management duties at the Housing Choices South Australia office and participate in a roster to cover local reception and administration tasks.
- Ensure that the front office is professionally organised and offers a welcoming space for customers and visitors.
- Provide other administrative assistance as directed.

Continuous Improvement

- Identify innovative ideas and process improvement activities which lead to positive change and outcomes.
- Assist in the development of policies and procedures for all aspects of work undertaken within your team function that comply with legislation, good practice and regulatory requirements.
- Maintain own professional knowledge and networks and undertake training and development as requested by HCA within designated timeframes.

Work Health and Safety

- Participate in the development of a safe and healthy workplace.
- Comply with to HCA's WHS policies and procedures instructions given for own safety and health and that of others, in adhering to safe work procedures.
- Take reasonable care to ensure own safety and health and that of others and abide by their duty of care provided for in the legislation.
- Report any injury, hazard or illness immediately, where practical to their line manager.

You are part of something bigger

We are a diverse, dedicated and collaborative group of people who are strongly committed to making a difference in the community. You will play an integral role in helping us achieve our mission and vision. We provide an inclusive, genuinely positive and connected workplace and everyone working at Housing Choices Australia is expected to:

- Live our values everyday
- Work collaboratively to identify opportunities to deliver improved resident outcomes
- Always provide courteous and professional service
- Contribute ideas, energy and effort into achieving our strategic aspirations
- Establish and maintain excellent working relationships across our organisation
- Participate in ongoing learning opportunities including professional guidance, peer learning, formal learning, digital learning, knowledge sharing and feedback on performance
- Comply with all organisational policies and procedures, legislation and agreements, including gender equality and respect and occupational health and safety
Contribute to the development and review of policies and procedures relevant to the role
- Comply with reasonable reporting and accountability requirements of the organisation and all mandatory reporting obligations to third parties and independent bodies, including but not limited to child abuse reporting and public officer reporting under the Independent Commissioner Against Corruption (ICAC) Act 2012.

Key Relationships

- The Housing Services Advisor reports to the **Housing Services Manager** and works closely across all teams in SA. The position will also involve consultation with internal and external stakeholders including Housing Officers and approved contractors and suppliers. External partnership relationships exist with various service providers across South Australia

Selection Attributes

Knowledge and Qualifications

- Sound knowledge, or desire of, working within the community housing sector
- Experience in the use of the Microsoft Office Suite.
- Experience using a Customer Relationship Management (CRM) system

Experience

- Experience in assisting with the management of a portfolio of tenancies in the public/community or private sector housing or comparable customer service role in a transferable sector.
- Experience in dealing with complex and challenging customers/clients.
- Previous call centre experience is desirable

Skills

- Highly developed written and oral communication skills and relationship management skills.
- Well-developed organisational skills including ability to manage competing priorities.
- Well-developed problem solving and influencing skills including ability to recommend strategies for resolution/service improvement to management.
- Sensitivity to and understanding of issues affecting socially disadvantaged groups including homeless people, people with disability and people from a non-English speaking background.
- Skilled in the use of Microsoft Office Suite

Other Requirements

- Willingness to undertake all relevant screening and employment checks as applicable for the position and/or as required by HCA
- Sensitivity to and understanding of issues affecting socially disadvantaged groups including people enduring housing stress, people with disability and people from a non-English speaking background
- Current driver's license and willingness to travel across HCA sites and interstate as required.

I acknowledge that this position description outlines the core role requirements and workplace expectations. I understand its intention is to support a focus on key outputs and that flexibility is required in a dynamic, complex and changing environment.

Job Holder _____

Date _____