

Position Description

Position Title	Property Coordinator
Department:	Housing Services
Reports to:	Property Team Leader

Purpose of the Position

To provide specialist expertise in coordinating the end-to-end process of routine and cyclic maintenance requests for a specific portfolio of properties, undertaking the related administrative work and more broadly across Housing Choices Australia as appropriate.

This role will specifically support our Intensive Tenancy and Property Management Services program [ITPMS program],.

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 in the property coordination role
- Develop effective internal relationships and collaborations to progress HCA's strategic agenda and outcomes for residents.
- Deliver outstanding customer service for all tenant, contractor, staff and supplier queries relating to maintenance of properties within your portfolio including management of customer complaints and customer service surveys
- Timely follow up on maintenance requests to meet legal and regulatory requirements and coordinating the workflow of routine maintenance requests from HCA tenants and the Property Officer and issue maintenance requests to contractors that are within your delegations ensuring accurate processing of the purchase order system for all work orders.
- Coordinate the organisation and follow up of scheduled cyclic maintenance within your portfolio and ensure all Cyclical (Fixed) Maintenance requirements are completed to defined legislative and company schedules.
- Processing of accounts [Utility accounts] as required in relation to properties, including applying for appropriate rebates.
- Follow up on any open purchase orders to ensure that our contractor's payments are processed in a timely manner.

- Processing of all invoices received are accurately processed and authorized
- Accurate and timely data reporting on property management system and data spreadsheets
- Prepare a suite of reports for the Property Team Leader showing critical information about Ex- maintenance response times, maintenance requests in progress, vacant turn around status and maintenance expenditure.

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

Key Relationships

The Property Coordinator reports to the Property Team Leader and works closely with the relevant Property Officers. The position will also involve consultation with internal and external stakeholders including Housing Officers and approved contractors and suppliers.

Selection Attributes

Knowledge and Qualifications

- Intermediate to Advance skills in the use of the Microsoft Office Suite, particularly in Excel
- Experience or ability to handle challenging conversations and clients over the phone.
- Relevant qualification in community housing, property management or equivalent experience
- Experience processing work orders, purchase orders and invoices
- Experience delivering high quality and efficient administrative work.
- Experience in developing and running operational reports for management.
- Excellent verbal and written communication skills together with Strong interpersonal skills.
- Proven experience and successful track record in a comparable role or discipline(s) in the public/community, private housing sector or transferable sector – preferred

Skills

- Strong attention to detail together with good numerical skills
- Ability to handle challenging conversations and clients
- Well-developed organisational skills including ability to manage conflicting priorities
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- Ability to work well in a team and with limited supervision
- An ability to adapt to changing requirements
- Well-developed analytical skills
- Time management and planning
- Capacity to support change and innovation and deliver creative and leading practice solutions
- Well-developed conceptual, analytical and problem-solving skills

Other Requirements

- Willingness to undertake screening and employment checks
- 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 _____