

## Position Description

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| <b>Position Title</b>  | Property Coordinator |
| <b>Department:</b>     | Housing Services     |
| <b>Reports to:</b>     | Property Team Leader |
| <b>Location:</b>       | Shorewell Park       |
| <b>Hours per week:</b> | Full-time            |

## Purpose of the Position

This role will provide specialist expertise in coordinating the end-to-end process of routine and cyclical maintenance requests for a specific portfolio of properties, working closely with the Maintenance and Tenancy Teams across the North West.

Main duties will include:

- liaising with Contractors and other stakeholders regarding the progress and finalisation of maintenance works ordered;
- issuing work orders to approved Contractors’;
- managing the invoicing process; and
- maintaining excellent communication and liaising with other internal teams as needed.

## 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
- Engaging effectively with residents/tenants to coordinate property maintenance activity
- 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.
- Accurate coordination of workflow of routine maintenance requests from HCT tenants to the Maintenance Officer

- Issuing maintenance requests to contractors within authorised delegation limits.
- Accurate processing of purchase orders via the system for all work orders.
- Coordinate the organisation and follow up of scheduled cyclical maintenance within the designated portfolio and ensure all Cyclical (Fixed) Maintenance requirements are completed within defined legislative and company timeframes.
- Processing of accounts as required in relation to properties
- Follow up on any open purchase orders to ensure that contractor's payments are processed in a timely manner.
- Accurate processing of all invoices received as authorised.
- Accurate and timely data reporting on property management system and data spreadsheets

## 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 Maintenance and Housing Teams. The position will also involve consultation with external stakeholders including approved contractors and suppliers.

## Selection Attributes

### Knowledge and Qualifications

- Intermediate to Advance skills in the use of the Microsoft Office Suite, particularly in Excel
- 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.
- 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
- Experience or ability to handle challenging conversations with clients over the phone.
- Well-developed organisational skills including ability to manage conflicting priorities
- 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.

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** \_\_\_\_\_