

## Position Description

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| <b>Position Title</b> | <i>Property Service Support</i>                         |
| <b>Department:</b>    | <i>Commercial – Development and Asset Management WA</i> |
| <b>Reports to:</b>    | <i>Manager, WA Property Services</i>                    |

## Purpose of the Position

To provide specialist expertise within the Commercial - Development and Asset Management WA and more broadly across Housing Choices Australia as appropriate.

The Property Services Support provides advice and information to internal and external clients in response to property maintenance requests, whilst also providing administrative support to the Property Services Team. The Property Services Support position contributes directly to Access Housing’s strategic objectives in “Providing best practice property and tenancy management services.”

## Cultural Alignment

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

- We put people first
- We value difference and 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 Commercial - Development and Asset Management WA
- Develop effective internal relationships and collaborations to progress HCA’s strategic agenda and outcomes for residents.
- Process work orders and contractor invoices within required timeframes
- Process complex issues relating to invoices for contractor payment
- Track and report on completion dates, costs and timeliness of works
- Update and maintain electronic property records
- Provide detailed information on work orders and Tenant liability charges
- Assist with the development and review of operational procedures
- Administer and assist with the day-to-day operations of 1800 maintenance desk functions between the hours of 0800 – 1600 Monday to Friday
- Respond to general maintenance and tenant enquiries in a courteous and polite manner, regardless of the sometimes difficult or provoking calls that have to be handled
- Obtain specifically targeted client feedback
- Monitor contractor performance and job outcomes
- Arrange property works in conjunction with the Tenancy team and technical staff
- Ensure clients, contractors and external agencies are dealt with appropriately and effectively in relation to property works

## 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

- Community Housing, Reception and Finance as peers.

## Selection Attributes

### Knowledge and Qualifications

- Demonstrated strengths in dealing effectively, sensitively, and confidently with a wide range of people
- Demonstrated team player, with ability to manage own workload, prioritize tasks and adapt to changing priorities in a busy team environment
- Demonstrated experience in using Microsoft Word, Excel, and accounting/database systems
- Experience in processing invoices and accounts for payment
- Relevant tertiary qualification in business, strategy, management, community housing, property development or equivalent experience
- Capacity to support change and innovation and deliver creative and leading practice solutions

### Experience

- Minimum one year's experience in a similar administration and/or customer service role.
- Proven experience and successful track record in a comparable role or discipline(s) in the public/community, private housing sector or transferable sector

### Skills

- An understanding of social and community housing principles and empathy towards people with a mental illness or other disability
- An understanding of buildings, trade contracts and repairs and maintenance.
- Highly developed written and oral communication skills
- Strong interpersonal skills.
- Well-developed conceptual, analytical and problem-solving skills
- Ability to manage conflicting priorities and high work volumes without affecting quality of service delivery.

### 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** \_\_\_\_\_