

## **Property Services Support Advertisement**

- Permanent role with competitive remuneration and Salary Packaging Options
- Work for a leading and rapidly growing national not-for-profit housing provider
- Flexible working arrangements considered.

### **Join us and share our Vision:**

***'All people affordably housed in neighborhoods that support life opportunities'***

**Housing Choices Australia** (Housing Choices) is a leading and growing national not-for-profit housing provider. Our goal is to ensure that people are housed in inclusive communities and to create homes that encourage a sense of belonging. We own or manage more than 7,000 homes across Victoria, Tasmania, South Australia, NSW and WA.

To attract, retain and develop talented people, we provide a culture that supports individuals to be their best with opportunities for career development. We are committed to cultivating an equal, diverse and inclusive environment for all our staff and clients.

### **The Opportunity**

We have an exciting permanent opportunity available for a Property Services Support individual based in WA to join our collaborative and fast-paced Property Services Support Team. We are not only seeking someone who naturally aligns with our culture but is also connected to contributing to improved outcomes for our clients.

The Property Services Assistant provides advice and information to internal and external clients in response to property maintenance requests, whilst providing administrative support to the Property Services Team.

We seek an organised individual with an administrative/customer service background who is an effective communicator. To be successful you will need to demonstrate that you have the capacity to engage with a wide cross section of individuals and an ability to prioritise workloads.

Key to your success will be in your ability to deliver key performance measures related to property maintenance turnaround timeframes.

This position is initially part time (4 days a week) with the view to full time.

### **About You**

- Proven experience and successful track record in a comparable role or discipline(s) within the public/community, private housing sector or transferable sector
- Thorough understanding of responsive and planned maintenance
- An understanding of social and community housing principles and experience dealing with complex and challenging property management issues and complex and challenging customers/clients.
- Processing work orders and contractor invoices and accounts for payment
- Tracking and reporting on completion dates, costs, and timelines of works
- Updating and maintaining electronic property records
- Administering and assisting with the operation of 1800 maintenance desk functions
- Monitoring contractor performance and job outcomes
- Arranging property works in conjunction with the tenancy team and technical staff

- Well-developed communication and interpersonal skills both written and verbal
- Well-developed organisational skills including the ability to manage conflicting priorities and high work volumes without affecting quality of service delivery.
- Demonstrated experience in using Microsoft Word, Excel, and database systems
- Sound knowledge of OHS as it applies to the construction/maintenance industry
- Ability to build strong working partnerships
- Outcomes and solutions focused
- Strong Customer Service Ethic

#### **What we offer in return**

- Income protection
- 16 weeks paid parental leave
- A day off on your birthday
- Flexible working arrangements
- Salary Packaging for living expenses, meal and entertainment expenses
- Excellent career development opportunities

*Please note that it is a requirement of this position that all appointments are made subject to a satisfactory National Police Check conducted by Housing Choices Australia and the successful post holder to provide a valid employee Working with Children Check. In addition, you must agree to the following.*

- Agree to comply with Child Safe Environments policies and procedures
- Willingness to travel across Housing Choices' locations, as required

To find out more about us, the role and the excellent benefits and conditions we offer, please visit our website. Applicants should include a covering letter outlining your suitability for the position as outlined in the position description. A copy of the Position Description is available on HCA website, [housingchoices.org.au](http://housingchoices.org.au). For an informal discussion about the role, please contact Marguerite Cokalis, P&C Business Partner on 03 8636 9433.

**Applications close @ 5.00 pm Monday, 19 April 2021**