



Technical Services

- Full time permanent role with competitive remuneration and Salary Packaging Options
- Great opportunity to optimize Property management skills working 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 neighbourhoods 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 are one of the largest community housing providers in Australia, with operations in Victoria, South Australia, Tasmania, New South Wales and West Australia. We currently own and/or manage more than 7,000 properties and accommodate over 8500 tenants. HCA has assets nearing \$900 million and more than 250 staff members.

We provide a culture that supports individuals to be their best, with opportunities for personal and career development. We are committed to cultivating an equal, diverse, and inclusive environment for our staff, residents, and stakeholders.

The Opportunity

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

Reporting to the Manager, WA Property Services, you will be primarily responsible for the condition and maintenance needs of residential assets within the Asset Management, Tenancy Management and more broadly across Housing Choices Australia as appropriate.

This includes but is not limited to.

- Vacate inspections - Scoping of maintenance works, quality control and apportion tenant liability.
- Upgrades Program – Scoping of upgrades works, quality control and apportion tenant liability.
- Building Condition Reports (BCAs)

The above is to be undertaken within budgetary constraints and KPI timeframes.

Key to your success will be in your ability delivery key performance measures related to property management, including regulatory performance standards related to asset management and property maintenance. Well-developed communication and interpersonal skills both written and verbal including the ability to effectively consult, negotiate and influence across a range of stakeholder groups (internal and external) is essential.

About You

- Significant experience in a customer service role.
- Experience in the coordination of property maintenance within a portfolio, including common areas within multi-unit complexes.
- Database maintenance and monitoring contractor performance through a review system including completed works as scheduled by the Maintenance Service Desk.

- Experience dealing with complex and challenging property management issues and complex and challenging customers/clients.
- Experience in the use of the Microsoft Office, Housing Management and/or Customer Relationship Management Systems
- Thorough understanding of responsive and planned maintenance as it applies across a residential property portfolio and home maintenance services.
- Sound knowledge and experience of OHS as it applies to the construction/maintenance industry.
- Ability to build strong working partnerships including Housing Services staff with relation to maintenance priorities and issue resolution.
- Outcomes and solutions focused
- Excellent attention to detail
- Well-developed conceptual, analytical, and problem-solving skills with strong decision-making ability.
- Well-developed organisational skills including the ability to manage conflicting priorities and high work volumes without affecting quality of service delivery.
- Ability to adapt to changing environments and requirements including an ability to lead others through the process of change.

What we offer in return

- 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
- Agree to comply with Child Safe Environments policies and procedures
- Provide a current driver's license and 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 must apply through Seek.com and 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 as of. For an informal discussion about the role, please contact Marguerite Cokalis – Business Partner People and Culture on 03 8636 9433.

Housing Choices Australia reserves the right to commence recruitment proceedings immediately. This opportunity is only open to candidates with appropriate legal working rights within Australia. Housing Choices recognises the benefits of a diverse workforce, we celebrate and respect our people's differences and are committed to being inclusive. We strongly encourage Aboriginal Australians to apply.

Job Closes: Wednesday 17 November 2021