

Position Identification

Title:	Property Services Administrator	FHL Level:	4
Department:	Property Services	Agreement/Award:	EBA
Reporting to: <i>(Position)</i>	Team Leader Property Services	Date last updated: By whom:	April 2021 People & Culture

1. Purpose of Position

The Property Services Administrator is the ‘first point of contact’ for the Property Services Team and is responsible for answering and managing the maintenance calls, ensuring calls are dealt with professionally, respectfully and in a timely manner.

The position also provides administrative support across the Property Service Team to deliver exceptional customer services across all customer service touch points.

2. Key Working Relationships

<p>Internal: Housing Services Team Lodging Services Team Finance Team Corporate Services Team</p>	<p>External: Tenants/Residents Department of Communities Local Authorities Contractors Support Agencies General Public</p>
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3. Accountabilities and Responsibilities

- Effective management of property services maintenance phone line.
- Issuing and managing work orders.
- Issuing of Form 19s to residents/tenants.
- Coordinating and scheduling appointments, liaising directly with contractors and tenants.
- Coordinating keys and access for contractors.
- Maintain the asset management database.
- Producing standard reports and compiling data.
- Clerical duties including filing, typing external correspondence, photocopying, mail outs and other duties as necessary.
- General office housekeeping, including working with other departments as directed by the Team Leader.
- Relief reception duties, when required and directed by the Team Leader.

Job Description

4. Culture and Values

Solution Focused

We work together to find solutions that benefit our people and customers

Caring

We care for others and display empathy, fairness and respect

Honest

We act with integrity and own our decisions

5. Safety Awareness

You will act in a manner that is consistent with FHL's duty of care requirements, including but not confined to:

- Taking reasonable care to ensure your own safety & not risk others by any act or omission.
- Following all safe work practices and procedures
- Using personal protective equipment as identified for individual tasks
- Taking immediate action on any identified hazards
- Reporting any incidents or injuries to both manager and HR

6. Work Related Requirements/Selection Criteria

Essential Criteria

- Sound knowledge of building maintenance matters.
- Strong organisational, prioritisation skills and attention to detail.
- Excellent communication skills (both written and verbal).
- Strong service orientation and ability to work well under pressure.
- Demonstrated clerical skills, including strong word processing, record keeping and filing.
- Intermediate computing knowledge, including Microsoft office and database administration.
- Sound knowledge of strata and leased property contracts.

Work Related Requirements

- National Police Clearance.
- Current WA Drivers Licence.

Desirable Criteria

- Building trade skills and/or Property Management experience.
- An understanding of the Building Code of Australia and Occupational Health and Safety legislation.
- An understanding of the Residential Tenancies Act WA
- Experience working in the community services industry and/or not-for-profit sector.

Job Description

7. Position Dimensions

Number of staff directly reporting to position	Nil
Work Locations	Leederville

Employee Name: _____

Signature: _____ Date: _____