

## Job Description

<b>Job Title:</b>	<b>Maintenance Administration Officer</b>
<b>Ref No:</b>	OP728
<b>Portfolio:</b>	Housing Services
<b>Service Stream:</b>	Housing Operations
<b>Program:</b>	Housing Assets & Maintenance
<b>Reports to:</b>	Coordinator, Assets & Maintenance
<b>Classification:</b>	Administration Services Level 4
<b>Date:</b>	March 2018

## Job Purpose

Contribute to the delivery, documentation and data entry in relation to quality service provision to the tenants and maintenance services, whilst complying with legislative regulations, guidelines and quality standards.

## Key Result Areas

### Asset and Maintenance Management

- Provide input into the planning and implementation of an effective planned maintenance schedule to ensure that properties are maintained to the required standard of amenity.
- Provide feedback and input into the development of plans in the preparation for growth in the Services Stream, to ensure continued and increased maintenance services.
- Assist in maintaining a preferred contractor list for all maintenance and repairs to housing properties.
- Engage the required trades and contractors to carry out identified work in a timely and cost effective manner through to completion.
- Liaise with tenants, tenancy workers and contractors regarding maintenance requests, providing timely and adequate feedback.
- Participate in an afterhours on-call roster to handle emergency maintenance issues.

### Call Centre Operations

- Log all calls from or on behalf of tenants and properties.
- Track and maintain all responsive maintenance calls through to completion.
- Timely response in resolving raised maintenance requests.
- Provide urgent and immediate responses as per agreed service levels.
- Assess and prioritise non urgent work, whilst identifying work to be escalated to Technical Services.
- Monitoring customer service performance and assist with measuring customer satisfaction.
- Assist with regular reporting on services, projects and programs and ensure improvement opportunities are identified and actioned.
- Use and follow all systems & processes to ensure effective and efficient delivery of all services.
- Provide maintenance advice/guidance to Housing Services staff.
- Contribute to the effective use of IT systems and processes to track and charge internally for all maintenance works provided by Housing Services.

### Administration

- Manage all invoicing from internal/external maintenance service providers.
- General administrating tasks and filing.
- Quality Control all logged data for accuracy and completeness.
- Development and review of required procedures.
- Actively participate in supervision and performance appraisals and attend appropriate training.

### Work Health and Safety (WH&S)

- Ensure own action or lack of action does not place own safety or that of others at risk. Use prescribed personal protective equipment.

- Assist in the evaluation of hazards and immediately report any accidents or near misses.

**Direct Reports:** Nil

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**Working Relationships:**

- Management within AnglicareSA and other staff as required.
- Key contractors, suppliers, services providers and tenants.

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**Specific Job Requirements**

- You will be required to travel to other AnglicareSA sites on a regular basis.
- You will require a current driver's licence and a certified roadworthy vehicle that is registered and has a minimum third party property insurance. In return, you will receive a mileage reimbursement.

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**Standard Job Requirements (all staff)**

- Embrace and integrate AnglicareSA's Vision, Purpose and Values into your role.
- Support AnglicareSA's commitment to reconciliation between Aboriginal people and other Australians as outlined in our Reconciliation Action Plan. This includes, but is not limited to, the engagement and participation of Aboriginal people, and the provision of culturally competent, respectful services and system responses.
- Conform with AnglicareSA's conditions of employment, Code of Conduct, Standards of Practice and Behaviour, Confidentiality and Fair Treatment policies and other Human Resources, Work Health and Safety (particularly AnglicareSA's "no lift" and manual handling) and organisational policies and procedures.
- Adhere to legislative requirements applicable to the role, including and not limited to the Work Health and Safety Act and the EEO Act.
- Perform all allocated duties within classification and work at other AnglicareSA sites if required.
- To be physically and mentally capable and report to work in a fit state to perform all duties.
- Must provide evidence of Australian residency or current working VISA.
- Actively participate in performance reviews, performance development, training (including Work Health and Safety and fire safety) and supervision opportunities.

☒ **National Police History Check**

☒ **DCSI Child-Related Employment Screening**

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**Person Specification****Qualifications**

- Certificate III in Business Administration or equivalent experience.
- Certificate III Customer Engagement / Customer Service, or equivalent experience.

**Demonstrable Requirements / Selection Criteria****Asset and Maintenance Management**

- Experience and knowledge in property and asset maintenance.
- Proven ability to prioritise multiple tasks and be responsible for own workload to meet deadlines.
- Experience in developing and providing clear and concise written scope of works on services provided or required and outcomes / outputs expected or achieved.
- Ability to deal with various contractors and service providers to get the best service and outcomes.

**Call Centre Operations**

- Proven experience delivering high quality customer service.
- Experience in troubleshooting and resolving housing maintenance issues.
- Proven ability to defuse agitated client calls.
- Experience working with people from CALD backgrounds (desirable).



- High level of written and verbal communication skills as well as proven strengths in negotiation, collaboration, networking, report writing, lateral thinking and problem solving.
- Proven ability to work collaboratively and enthusiastically to provide positive input into a team environment.
- Proven ability to work using a strengths perspective.
- Practise appropriate discretion and maintain confidentiality in dealing with sensitive and confidential information.
- Demonstrate accountability and accept responsibility for actions and consequences.

## Administration

- Proficient user of computer software, including databases, MS Office, internet and Outlook.
- Proven ability to clearly, accurately and promptly record client and program information, both manually and electronically.
- Experience in certifying and preparing invoices for payment.
- Proven experience using and maintaining data quality in a Tenancy Asset Management Systems or similar.

## WH&S

- WH&S knowledge and skills suitable for the position.
- Knowledge of building safety requirements.

## Cultural Fit

- Work within a team environment in accordance with AnglicareSA values.

## Competencies

### General Competencies - All Positions

Living the AnglicareSA Values	Display the values in undertaking their duties.
Cultural Respect of Aboriginal Peoples	Respectfully engage and respond to the needs and aspirations of Aboriginal people and communities.
Valuing Diversity (race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political affiliation etc.)	Demonstrate acceptance, respect and appreciation of individual differences.

## AnglicareSA Vision

Justice, respect and fullness of life for all.

## AnglicareSA Mission

AnglicareSA provides care and support with a voice for disadvantaged and vulnerable people in our communities.

## AnglicareSA Values

- **Integrity**  
We act honestly and ethically and ensure accountability to those we service and work with.
- **Compassion**  
We respond with sensitivity and empathy to the needs, ability and aspirations of the people we work with and the communities we serve and work with.
- **Stewardship**  
We are custodians of the resources entrusted to us for current and future service, building the capability of those we serve and those we work with, to ensure the sustainability, quality and effectiveness of our services.
- **Equity**  
We affirm the importance of diversity and inclusion in our workplace and the community. We will demonstrate fairness in our workplace. We will promote personal, social and economic change to enable those customers in the most difficult circumstances to flourish.
- **Servant Leadership**  
We place the needs of others first to enable them to grow. We empower, accept responsibility, and understand our role is to enable, encourage and support.

## ACCEPTANCE/AUTHORISATION

Jobholder Signature: ..... Date .....

Print Jobholder Name: .....

General Manager, Housing Services:  .....

Date: 5/6/2018 .....