

Position Description

Position Title	Tenant Administration Officer
Location	Marion Office
Status under Children's Protection Act 1993	Prescribed
Award	Social, Community, Home Care & Disability Services Industry Award 2010
Classification	Social and Community Services Employee Level 3
Reporting Relationship	<p>Reports to the Team Leader, Tenant Services</p> <p>Direct reports:</p> <ul style="list-style-type: none"> - Nil <p>Works closely with:</p> <ul style="list-style-type: none"> - Tenant Services Officers - Team Leaders, Tenant Services - People & Places team - Income Management team

POSITION SUMMARY

The Tenant Services Administration Officer is responsible for providing administration support across the Tenant Services team. Responsibilities include ensuring positive first impressions for tenants, staff and visitors at various Junction Australia - HUD offices, a broad range of reception and administration services including general word processing and data entry, photocopying and filing to support the day to day running of the office environment. The role will also undertake specific tenancy related tasks such as lease extensions and the administration components associated with property inspections.

This role provides fundamental support, primarily administrative, to the Tenant Services team based on the service region. Apart from the core administrative duties, the role is also expected to liaise with tenants directly and provide information on basic tenancy matters and rent ledgers.

KEY RESPONSIBILITIES

- Ensure all interactions with external agencies, customers, tenants and staff are undertaken in a friendly, empathetic, courteous and professional manner
- Provide a prompt and appropriate first point of contact for clients both in person and on the telephone
- Under the guidance of the Team Leader and in consultation with Tenant Services Officers, prepare lease extensions and complete other administrative tasks associated with tenancy management
- Assist Tenant Services Officers with administrative tasks associated with property inspections, including maintenance follow-up, data entry and other follow-up as agreed by the Team Leader
- Liaise with tenants to provide basic tenancy information relating to rent ledgers or other tenancy related matters

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- Ensure accurate messages are taken and forwarded in a timely manner
- Receipt rent payments and deposit banking
- Input data into various organisational databases
- Complete word processing tasks including typing and formatting of correspondence and other documents
- Contribute to the timely and efficient distribution of both external and internal incoming and outgoing mail
- Contribute to the efficient operation of the Tenant Services team by participating in team meetings and taking minutes
- Prepare meeting rooms as needed
- Follow developed tenancy administration procedures and work instructions, providing input into suggested changes to support the efficient operation of the Tenant Services functions of the site
- Follow defined Work Health & Safety practices and procedures related to the work being undertaken in order to ensure own and others safety in the workplace

Outcomes/Objectives

- *Maintains consistently positive and helpful relationships and interactions with clients and colleagues*
- *Team Leader is satisfied with the level of support provided to Tenant Services Officers*
- *Electronic / hard copy mail and messages get to the required recipient within expected timelines*
- *Internal clients are satisfied with the quality and timeliness of documents / presentations that are produced*
- *Maintains clear, effective and timely communications with all stakeholders relevant to the role*
- *Rent receipt and banking tasks are completed accurately and on time*
- *Meets time and quality expectations in record keeping and/or reporting requirements of the position*
- *Evidence of continuous improvement in area of responsibility, that improves client outcomes or service/organisational sustainability*
- *Champions work health and safety by following defined health and safety practices, identifying and reporting issues, and taking remedial action appropriate to the role*

GENERAL CONDITIONS

- Act at all times in accordance with the Code of Conduct and Core Values of JA.
- Comply with the Work Health and Safety management system.
- A satisfactory criminal history assessment must be completed prior to commencing employment and every 3 years thereafter. Ongoing employment with JA is subject to the employee maintaining a satisfactory criminal history assessment.
- Current Child Safe Environments Certificate must be held or obtained within 3 months of commencement and the employee must comply with relevant state legislation to support a child safe organisation.

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- Holds a current unencumbered Australian Driver's Licence or equivalent, and is willing to drive.
- Willing to work occasional flexible hours to meet operational requirements.

SELECTION CRITERIA

- Demonstrated experience in providing administrative support in a medium-sized organisation - essential
- Intermediate level computer literacy using the Microsoft Office Suite and other database applications – essential
- High level of accuracy with data, strong numeracy skills - essential
- Sound verbal communication and interpersonal skills with a customer service focus
- Well-developed written communication skills with sound spelling and grammar
- Minimum typing speed of 50 wpm with 98% accuracy
- Ability to prioritise workload, use initiative and work independently and as part of a team
- Previous experience working within a property/tenancy management office - desirable
- Experience working in a Community services organisation – desirable
- Knowledge of local support services - desirable

CORE VALUES

Junction Australia aspires to deliver flexible and responsive services that are underpinned by the following core values:

- **RESPECT** ~ *Every person deserves to be treated with respect*
- **TRUST** ~ *Safety and trust are the foundations of healthy families and relationships*
- **INCLUSION** ~ *Inclusive communities value and embrace diversity*
- **INTEGRITY** ~ *Being open and honest to others*

Approved by CEO/Leadership Manager