

Position Description

POSITION TITLE	Senior Administration Officer, Tenancy Management
POSITION NUMBER	108003
AWARD	Local Government Industry Award
CLASSIFICATION	Level 4
POSITION TYPE	Fixed Term, Full Time (38 hours per week)
DIRECTORATE/PROGRAM	Council Services / Tenancy Manager
LOCATION/S	Alice Springs with regular travel to Communities
SUPERVISOR	Housing Support Services Senior Coordinator, Tenancy Management
POSITIONS SUPERVISED	This position has no direct reports

PRIMARY OBJECTIVE

The Tenancy Management Administration Officer will report to the Housing Support Services Senior Coordinator and will ensure the cost effective and timely delivery of property and asset support activities, including the maintenance of the Tenancy Management System (TMS) and relevant information systems.

KEY DUTIES AND RESPONSIBILITIES

- Input and analyse data, including operating the TMS and record management systems to maximise the delivery of efficient and effective services to clients
- Receive and answer all incoming calls to the work unit and triage the calls as required
- Play a major role in remote travel preparations which will include drafting and dispatching inspection notices as directed by the Housing Support Services Coordinator in accordance with the Residential Tenancies Act
- Prepare reports as required and extract data from relevant information systems
- Provide assistance and support in the delivery of housing services to remote tenants

SELECTION CRITERIA

Essential

- Proven skills in the use of IT systems, including outlook, word, spread sheets and mainframe systems
- Ability to work under pressure whilst maintaining a high level of accuracy and attention to detail
- Demonstrated experience in working in a customer service environment with the ability to assist individuals with complex needs, and value cultural diversity
- Demonstrated listening, written and verbal communication skills, including ability to develop relationships and negotiate effectively and sensitively with people who do not speak English as their first language
- Demonstrated ability to work independently, often with limited supervision, as a member of a team, and ability to respond positively to change with a commitment to ongoing improvement
- Knowledge of Council's Work Health and Safety requirements
- An awareness of issues affecting Aboriginal people in remote locations
- A current Northern Territory "C" Class Drivers Licence
- Acceptable Police Check and Current Ochre Card
- Right to work in Australia

Desirable

- An awareness and understanding of remote community housing issues and the objectives of the Council
- An awareness of the Residential Tenancies Act
- Lived and/or professional experience gained in a remote or regional community