

# POSITION DESCRIPTION



<b>POSITION TITLE</b>	Housing Services and System Administrator
<b>REPORTING TO</b>	Housing Services and Systems Manager
<b>DEPARTMENT</b>	Property and Housing
<b>CLASSIFICATION</b>	SCHADS Level 2

## THE ROLE

The Housing Services and Systems Administrator plays a key role in supporting high-volume housing operations by managing CRM data (Chintaro), testing systems (Zavanti), handling tenant intake and allocation, preparing documentation, and coordinating viewings and signups. Strong attention to detail, excellent communication, and multitasking skills are essential.

## KEY RESPONSIBILITIES

### Duties

- Answer housing-related calls, triage maintenance requests, and ensure clear communication with tenants and internal teams.
- Maintain accurate data in client management systems, supporting users, and conduct testing in systems to ensure system functionality
- Assist with room setups, inspections, condition reports, and report required repairs.
- Prepare sign-up packs, guide new tenants through processes, and manage allocations in line with policy
- Issue ingoing invoices, calculate rent and track payments
- Provide general admin support, keep records organised, and assist with compliance and audit reporting
- Other tasks as assigned

## QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Experience in housing, property management, or a related field preferred
- Familiarity with Chintaro and/or Zavanti client management systems is advantageous
- Strong communication, data entry, problem-solving, and Microsoft Office skills
- Highly organised, customer-focused, and able to work under pressure
- Concise and tailored communication and strong interpersonal skills
- Adapts well to and can lead, drive, and advocate change in an organisation
- Demonstrated passion for Women's Rights, social change and contributing to an organisation that advocates for equality through influencing and pushing boundaries
- Valid state-based working with children or working with vulnerable people check
- Experience working within a Not-for-Profit environment (highly desirable)

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Current at **Month Year**