

POSITION DESCRIPTION

CUSTOMER SERVICE & TEAM ADMINISTRATION OFFICER

Location:

Reports to: Responsive Maintenance Coordinator

Supervises: N/A

CHL Capability Band: #1

Primary Purpose:	Front desk, customer facing role providing reception and administrative support to all CHL operations in the state with a view to providing effective customer service.
Context:	This is an important role contributing to CHL's vision of a world without housing poverty and supporting CHL's values, vision and goals. Staff in this role are expected to assume a positive and balanced approach to work. This includes actively working towards a healthy and respectful environment free from harassment and discrimination
Work Health & Safety	Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and CHL health and safety policies, procedures and directions
Responsibilities:	Support the operational and asset management teams to provide high quality customer services by ~ 1. Undertaking general office and reception duties which includes providing a welcoming front desk service and efficient and accurate administrative assistance 2. Managing and responding to customer queries including liaising with others in CHL as required 3. Maintaining a working knowledge of support services within CHL and from partner agencies 4. Distributing work orders to relevant contractors and following up 5. Processing and monitoring invoices and purchase orders 6. Maintaining property management database including contractor information 7. Contributing to projects 8. Providing additional appropriate support to wider team and organisation
Technical Skills, Experience & Qualifications:	• Minimum of 2 years' experience in a fast paced customer service environment • Ability to demonstrate knowledge and understanding of people experiencing social disadvantage • Commitment to the right of every person to good quality housing and a sense of belonging • Satisfactory Police and Working With Children Checks
Key Capabilities:	Client Focus – Supports clients to achieve their goals through the provision of quality service Technology – Uses technology and software applications effectively in accordance with task requirements Resilience – Achieves work objectives, even in difficult circumstances whilst remaining positive and calm Continuous Improvement – Look for and take advantage of opportunities to learn new skills in order to achieve work goals. Adaptable in approach and willing to be flexible to accommodate the changing needs of the team and the environment Gathers information – Knows where to find information and asks questions to ensure a better understanding of issues Teamwork – Openly shares information, participates and contributes to team discussions Nurtures Relationships – Builds and sustains positive relationships. Responds under direction to changes in client needs and expectations Probity – Adopts a principled approach, adhering to CHL's policies and procedures