

POSITION DESCRIPTION



RECEPTION AND ADMINISTRATION ASSISTANT

Location: Robina

Reports to: Operation Manager

CHL Capability Band: #1

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| Primary Purpose: | Providing reception and administrative support to HHR national operations team, the Reception and Administration Assistant is an integral part of the company's business structure and is responsible for ensuring the delivery of excellent customer service to customers and potential customers by way of 'first point of contact' resolution. |
| 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: | <p>This position provides confidential reception and administration support to enhance the effective and efficient running of the Horizon Housing Realty teams located nationally.</p> <ol style="list-style-type: none"> 1. Provide product and service information. 2. Manage all incoming phone enquiries and over-the-counter enquiries in an efficient, friendly, and professional manner. 3. Analyse customer concerns, queries and issues and respond appropriately. 4. Manage e-mail applications including responding to enquiries, collection of documentation and liaising with the leasing team as appropriate. 5. Supporting tenants to complete applications. 6. Assist tenants in sustaining tenancies by providing information regarding relevant services. 7. Liaise with internal and external stakeholders including transferring calls and sending emails as appropriate. 8. Manage Realestate.com.au for the NRAS and HHR team including uploading and removal of ads, enquiry response, invites to open homes. 9. Ensuring paperwork is compliant and data entry accurate. 10. General office and reception duties. 11. Provide additional appropriate support to wider team and organisation. |
| Technical Skills, Experience & Qualifications: | <ul style="list-style-type: none"> • Willingness to learn and to undertake a range of different tasks and training to develop own skills and knowledge • Current Driver's Licence (preferred but not essential) • Satisfactory Police and Working With Children's Check |
| Key Capabilities: | <p>Client Focus – Supports clients to achieve their goals through the provision of quality service.</p> <p>Technology – Uses technology and software applications effectively in accordance with task requirements.</p> <p>Resilience – Achieves work objectives, even in difficult circumstances whilst remaining positive and calm.</p> <p>Gathers information – Knows where to find information and asks questions to ensure a better understanding of issues.</p> <p>Teamwork – Openly shares information, participates and contributes to team discussions.</p> <p>Nurtures Relationships – Builds and sustains positive relationships. Responds under direction to changes in client needs and expectations.</p> <p>Communication – Presents messages in a clear and precise manner using appropriate language.</p> <p>Autonomy – Demonstrates punctuality and meets agreed schedules and timelines under general guidance.</p> |