



Position Description

Customer Service Officer

Reports To:	Housing Manager
Base Location:	Fitzroy Crossing, WA
Hours of Work:	38
Organisational Unit:	Housing Programme
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	

POSITION CONTEXT

The Customer Service Officer delivers tenancy management services through assisting tenants and applicant with their inquiries regarding applications, rents and maintenance.

Crucial to the role is the ability to:

- Process accurately large amount of data on the computer and in physical files, both collected in person and being handed from the rest of the housing team.
- Make themselves understood in an appropriate way when speaking or writing to others; relate to, and work with, people from all walks of life and show respect for their cultural differences/needs, in particular, those of Indigenous people
- Contribute to an inclusive, effective and safe working environment by taking responsibility for his/her decisions and behaviours, and the consequences of these. Build relationships within the Housing team and across MWW and models behaviour consistent with the organisation's purpose, values and objectives.

The Customer Service Officer will be expected to assist the rest of the housing team with administration tasks besides completing their specific application processing workload.

ABOUT OUR ORGANISATION

Marra Worra Worra Aboriginal Corporation was established in the late 1970s by the people of the Fitzroy Valley and is the largest and oldest Aboriginal resource agency in the Kimberley. The primary aim of Marra Worra Worra is to work with Bunuba, Gooniyandi, Wangkatjungka, Walmajarri and Nyikina groups in the Fitzroy Valley to strengthen culture, support community and create sustainable employment solutions.

Core program delivery reflects our vision and mission and encompasses:

- Community Development Program;
- Housing Management and Tenancy Support;
- Jalangurru Mayi Café Social Enterprise;
- Waste Management Social Enterprise; and
- Karrayili Adult Education Training Centre.

In addition, Marra Worra Worra has a broad range of investments and interests to diversify its revenue and to create further opportunities for people in the Fitzroy Valley. This includes the Fitzroy Hardware and Ngilyali Roadhouse, which are wholly owned subsidiary entities.

ABOUT THE PROGRAMME

Marra Worra Worra AC delivers Housing Management services via a contract awarded by the Western Australian Department of Communities (Housing). Under the terms of this contract, Marra Worra Worra provides the following key services:

- Property inspections at least twice per year, including safety device checks.
- Rent collection, debt collection and rent assessment.
- Assistance with reporting maintenance.
- Referrals to tenancy support programme Thrive.

Further information on the programme is available via –
<https://www.housing.wa.gov.au/currenttenants/aboriginalhousing/Pages/default.aspx>

CAPABILITY SUMMARY

The Marra Worra Worra Capability Framework applies to all Marra Worra Worra employees. Demonstrated capacity to meet the below capabilities is a requirement of the role.

CAPABILITY GROUP	CAPABILITY NAME
Personal Attributes	<p>Culturally Responsive Values diversity as a strength</p> <p>Inclusive Recognises the rights of others</p> <p>Ethical Has integrity and principles</p> <p>Collaborative Works with others to attain goals and achieve</p> <p>Flexible Adapts to changing circumstances in the workplace</p>
Relationships	<p>Community Relations Collaborate with others to support positive client outcomes</p> <p>Professionalism Be ethical and professional, and adhere to Marra Worra Worra Values</p> <p>Communication Communicates in a culturally responsive manner and conveys clear messages to others</p> <p>Leadership and Team Work Motivate and engage staff and develop capability and potential in others</p>
Service Delivery	<p>Client Outcomes Achieves results through efficient use of resources and a commitment to quality client outcomes</p> <p>Creativity and Innovation Encourage and suggest new ideas and show commitment to improving services and ways of working</p> <p>Plan and Prioritise Plan to achieve priority outcomes and respond flexibility to the changing environment</p>
Resources	<p>Equipment and Assets Use and maintain vehicles and tools appropriately and manage assets responsibly</p> <p>Technology and Information Use technology and information to maximise efficiency and effectiveness</p>
Technical Expertise	<p>Business Certificate III in Business or similar</p>

KEY RESPONSIBILITY AREAS

KEY RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
Customer Service	<ul style="list-style-type: none"> • Respond to customer queries regarding accounts, maintenance and tenancy matters on phone, in the office or on a community visit. • Liaise with government and non-Government agencies and community based groups to facilitate provision of assistance and ongoing support to meet the needs of the tenants and applicants. • Assess and make recommendations regarding transfer of tenants and comply with tenants’ requests for the relocation, vacation and occupation. • Manage tenancies in accordance with the provisions of the Residential Tenancies Act. • Maintain and provide statistics for key performance indicators. • Counsel tenants in application process, waitlist management and arrears and initiate recovery action. • Support tenants in reporting maintenance and keeping up property standards.
Tenancy and Waitlist Management	<ul style="list-style-type: none"> • Provide effective assistance with filling in applications for Aboriginal Housing and additional support documentation to prospective and current applicants. • Escalate complex issues for resolution as appropriate. • Use Habitat system to process payment arrangements for outstanding debts, processing applications and annual reviews • Develop and maintain knowledge and understanding of the policies and procedures regarding application processing and waitlist management, educate community members about these processes. • Work collaboratively with internal stakeholders, including the provision of accurate, consistent and timely information via relevant communication channels. • Use Habitat system to accurately register, update, withdraw and transfer applicants. • Assist Housing Officers in the coordination of community visits, locating tenants and applicants, when required. • Visit communities independently to follow up on annual application reviews. • Liaise with Community Councils regarding endorsements for applications and allocations.
Record Keeping and Reporting	<ul style="list-style-type: none"> • Enter data into the Habitat record management system. • Upload tenancy related correspondence and documentation to HPRM record management system. • File tenancy related documents and correspondence in property and tenancy files. • Use Power BI effectively to report on current waitlists and key performance indicators.
Development and Corporate Responsibilities	<ul style="list-style-type: none"> • Assist the Housing Services Contract Manager in reaching and exceeding the Key Performance Indicators.

	<ul style="list-style-type: none"> Identify and act on opportunities for increase effectiveness and efficiency in the team and carry out a range of other duties which may include opportunities to act in more senior roles. Gain and demonstrate a working knowledge of the WA Residential Tenancies Act, contractual requirements, policies and procedures of Aboriginal Housing Services. Participate in on-the-job training as required.
<p>Work Health and Safety</p> <p>Safe workplaces and environments are provided and maintained for Staff, service users and external stakeholders.</p>	<ul style="list-style-type: none"> A positive workplace culture free of bullying, harassment and discrimination is promoted. All reasonable and practical steps to ensure the safety, health and welfare of all staff and service users in accordance with legislation and policies are taken. Immediate intervention occurs wherever unsafe work practices are observed. Notifiable incidents and/or WHS events of concerns are reported in a timely manner.
<p>Aboriginal Ways of Working</p> <p>Demonstrate a personal understanding of responsive ways of working with Aboriginal Clients, Staff and Communities, representative and/or Statutory Bodies.</p>	<ul style="list-style-type: none"> Marra Worra Worra is recognised as the lead organisation in working with Bunuba, Gooniyandi, Nyikina, Walmajarri, and Wangkatjungka to strengthen culture. Aboriginal clients, staff, communities, and Statutory Bodies are supported in a way which protects and respects their cultures.
<p>Quality in all We Do</p> <p>All operations are conducted with a commitment to quality which align with quality management principles.</p>	<ul style="list-style-type: none"> Operations are conducted in accordance with Marra Worra Worra's Quality Management Framework. Feedback from tenants and external clients demonstrates quality services are provided. Formal score cards attest to the delivery of quality service delivery.

ESSENTIAL CRITERIA

Essential Criteria

- Ability to successfully complete daily tasks with competing deadlines, meet established timelines.
- Demonstrated ability to be proactive and use initiative to solve problems.
- Well-developed written and verbal communication skills, demonstrated use of writing and editing skills to use language effectively and creatively.
- Understanding and awareness of the cultural, social and economic factors that affect Aboriginal communities in remote locations.
- Excellent computer skills including the ability to process comprehensive information on computers and online platforms.
- Flexibility to undertake travel with minimal assistance to remote regional locations, including travel off-road and by light aircraft, and involving overnight or short stays and camping.
- Current driver's licence (manual).

Desirable Criteria

- Qualification in Social work and/or Business/Business Administration.
- Hold a current first aid certificate or have the ability to obtain this qualification.
- Previous experience living and working in remote communities.

Credentials Check

It is a requirement of the role to provide a National Police Certificate. In addition, Marra Worra Worra Aboriginal Corporation may undertake any other credential checks to verify ongoing suitability to the role.

Marra Worra Worra Aboriginal Corporation reserves the right to immediately terminate employment where it is deemed previous criminal (unspent) charges, or pending charges, may bring the organisation and/or programs and services delivered by the organisation, into disrepute.

EMPLOYEE ACKNOWLEDGEMENT/AGREEMENT

I acknowledge and agree that I have read, understood and accept the above position description of **Property Services Coordinator** as part of the terms and conditions of my employment with Marra Worra Worra Aboriginal Corporation.

I further understand the position description is designed to provide a general understanding of the role and may encompass additional responsibilities within my experience in order to meet the organisation's objectives.

I also acknowledge that Marra Worra Worra Aboriginal Corporation operates in diverse region and the ability to travel and work throughout the region may occur at short notice.

Printed Name

Signature

Date