

Hume Community Housing

Customer Service Officer, Maintenance



Position Title:	Customer Service Officer, Maintenance	Department:	Assets & Maintenance
Reports To:	Team Leader – Property Management		
Direct Reports:	None	Location:	
Position Purpose:		Position Dimensions	
<p>The Customer Service Officer, Maintenance is responsible for providing excellent customer service through the responsive maintenance hotline and ensuring quality and value for money maintenance is carried out by allocating work to contractors and keeping accurate records for reporting and compliance purposes.</p>		Award Title: Social Community, Homecare and Disability Services Industry Award 2010	
		Award Level: 3	
		Delegation authority: Refer to Schedule of Delegations	

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Key Accountabilities	Key Activities
<p>1. Assist the Assets & Maintenance team maintain good governance and administration of responsive maintenance works by keeping accurate records, files and information in the relevant systems and providing accurate information and reporting information to management.</p>	<ul style="list-style-type: none"> Maintain all records in the relevant Assets system ie completed, pending and outstanding works
<p>2. Support the Assets & Maintenance team meet its strategic and operational objectives by assisting the Team Leader, Property Management develop and implement the relevant projects and activities outlined in the Service Delivery Plan</p>	<ul style="list-style-type: none"> Participate in development of the service delivery plan
<p>3. Support the Assets & Maintenance team meet its financial goals and obligations by ensuring contractor invoices are accurate and coordinating maintenance work that demonstrates value for money.</p>	<ul style="list-style-type: none"> Indicate payment responsibility on invoices Report on estimated monthly spends for responsive maintenance Report on property that experience excessive/repeat maintenance request Liaise with finance for tenant back charges
<p>4. Support the Assets & Maintenance team maintain high levels of customer satisfaction by responding to all responsive maintenance issues through the responsive maintenance hotline and counter enquiries in a prompt and professional manner.</p>	<ul style="list-style-type: none"> Respond to all tenant enquiries within agreed service levels and response times

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<p>5. Support the Assets & Maintenance team maintain high levels of quality client service to its tenants by coordinating maintenance works with approved contractors and ensuring works are carried out in line with service agreement standards.</p>	<ul style="list-style-type: none">• Prepare job orders• Monitor contractor performance• Monitor work status• Refer work for planned maintenance and or upgrades to the Asset Coordinator
<p>6. Contribute to customer focused and customer driven services in the Assets & Maintenance team by implementing agreed tenant feedback and consultation processes.</p>	<ul style="list-style-type: none">• Call back priority jobs• Tenant feedback forms• Periodic and adhoc phone surveys• Report on feedback to the Manager, Assets
<p>7. Support the Assets & Maintenance team meet its regulatory and safety requirements by maintaining up to date contractor details, escalating serious or unresolved issues and adhering to relevant Hume and Assets policies and procedures including workplace and on site safety requirements.</p>	<ul style="list-style-type: none">• Ensure the transparent and fair distribution of work to approved contractors.• Coordinate the smoke alarm certification program• Conduct contractor inductions and records• Keep accurate records on contractor compliance and safety

Qualifications and Experience

- Facilities management experience and/or trade background

Hume Key Competencies

	<p>Social Awareness: Understands cultural and social differences inside and outside of the organisation and uses this knowledge to guide communication and behaviour. Advocates for the rights of others and demonstrates a commitment to minimising the organisation’s carbon footprint.</p>	
	<p>Demonstrates environmental awareness</p>	Level 1
	<p>Demonstrates social awareness and a commitment to social justice</p>	Level 1
	<p>Values diversity</p>	Level 1
	<p>Customer focused: Keeps customers (internal and external) as the focal point of all activity. Actively seeks to delight customers through excellent service and maintaining a commitment to customer communication and consultation.</p>	
	<p>Committed to service excellence</p>	Level 2
	<p>Engages and consults with customers</p>	Level 2
	<p>Personal and Professional Excellence: Develops and maintains an understanding of the internal and external environment and takes responsibility for delivering work outcomes with efficiency, professionalism and integrity. Demonstrates a commitment to personal development and improves specialised technical/professional knowledge and skills to achieve personal and organisational goals.</p>	
	<p>Actively maintains sector knowledge and business awareness</p>	Level 1
	<p>Acts with professionalism and personal integrity</p>	Level 1
	<p>Plans and organises (including strategic planning)</p>	Level 3
	<p>Develops and maintains competencies</p>	Level 2
	<p>Operational Excellence: Delivers best practice outcomes for customers and the organisation by demonstrating a commitment to consistent quality standards and continuous improvement. Adopts and/or implements strategies, policies, procedures and systems that ensure efficient and effective business operations within the relevant legislative and compliance framework.</p>	
	<p>Develops and maintains workplace policy and procedures</p>	Level 2
	<p>Strives for consistent quality standards and continuous improvement</p>	Level 1
	<p>Supports and manages change</p>	Level 1
	<p>Uses and harnesses technology</p>	Level 1

	Manages risk, compliance and the corporate governance frameworks	Level 1
	Builds Strategic Relationships and Partnerships: Actively seeks to build effective relationships and partnerships inside and outside of the organisation to support the achievement of personal and professional goals and the continuous growth and success of the organisation. Works collaboratively with all stakeholders, including competitors, considers the needs of others, and enthusiastically supports all team members achieve their objectives.	
	Builds relationships and networks	Level 2
	Collaborates and works effectively in a team	Level 2
	Leadership and Managing People: Creates and communicates a clear vision and direction for the business and ensures all staff are clear on their part in achieving that vision. Motivates staff to achieve their goals through inspirational leadership, developing and managing performance in an environment where people can reach their full potential.	
	Develops and communicates the vision	Level 1
	Demonstrates leadership	Level 1
	Demonstrates excellence in people management	Level 1
	Project Management: Participates in and/or leads successful projects using strong communication and organisational skills to balance conflicting priorities and manage resources. Manages programs of work using effective project management methodologies and tools.	
	Excellence in program and project management	Level 1
	Communication: Builds credibility and trust through effective and appropriate communication skills with all stakeholders. Listens, interprets and conveys information in a clear and accurate manner, provides timely delivery of information and selects the most appropriate method of communication to suit specific situations in order to win support, gain cooperation or overcome objectives and barriers.	
	Effective verbal communication	Level 1
	Excellent written communication	Level 2
	Negotiates with skill and influence	Level 3
	Resolves issues and conflict	Level 2
	Problem Solving and Decision Making: Identifies and analyses situations and/or issues, considers options, develops solutions and implements and monitors appropriate solutions.	
	Analytical thinking and problem solving skills	Level 1

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Manages Resources, Assets and Sustainability: Effectively manages and values the organisation’s financial resources, assets and equipment. Ensures the organisation remains viable and sustainable through best practice purchasing protocols, monitoring supplier performance and ensuring all purchasing decisions support the business strategy and offers value for money.

Financial management

Demonstrates sustainable procurement practices

Level 1

Level 3