

Customer Service Advisor

Department	Housing Operations
Primary location	Bowden
Award and Classification	Social, Community, Home Care and Disability Services Award 2010 (Level 4/5)
Reports to	Team Leader – Customer Care

POSITION SUMMARY

The Customer Service Advisor reports to the Team Leader – Customer Care and is responsible for the provision of high quality, professional services to customers, tenants and service partners. They have a key role in supporting housing operations, focusing on managing housing and tenancy related enquiries, and maintaining strong partnerships with community and government services.

The position aims to enhance customer service through first contact resolution and collaboration with other teams in Housing Operations and Unity Housing, ensuring customer and tenant needs are met and overall business objectives are achieved. The Customer Service Advisor participates in the Housing Operating Rhythm including coaching and supports a positive culture which delivers high performing services to tenants and customers.

KEY RESPONSIBILITIES

OPERATIONAL SERVICE DELIVERY
<ul style="list-style-type: none"> • Provide a range of services within the Partnerships and Services Team, including but not limited to: • First point of contact for tenants and customers calling the centralised number for Housing enquiries, tenancy assistance or advice. • Providing responsive customer focused services with a first contact resolution approach. • Providing a friendly and helpful service aiming to provide tenants and customers with a positive experience. • Focus on customer enquiries, tenancy support, rent and debt support, and allocations in line with Unity's strategy and partnership obligations. • Conduct twice-yearly bulk rent reviews. • Management of the Single Housing Register for tenant selection and allocation. • Work collaboratively with the Assets team to assist in the resolution of tenant maintenance concerns. • Contribute to positive partnerships with community and government services to meet the needs of Unity Housing and its tenants, including support and tenancy sustainment.

<ul style="list-style-type: none"> • Collaborate with other Housing Operations teams to ensure external partners are responsive to tenant needs and meet overall business objectives. • Support the Tenancy and Property Team during periods of significant leave. • Assist and participate in community engagement initiatives as per the community engagement plan. • Promote and model a strong partnership mindset with a 'One Team' approach.
BUSINESS EXCELLENCE AND CONTINUOUS IMPROVEMENT
<ul style="list-style-type: none"> • Have a system of organisation and prioritisation within an environment of competing demands, being aware of risks impacting on completion of work and escalating when identified. • Understanding organisational objectives and aligning tasks and activities accordingly. • Identifying ways to improve systems or processes to achieve better outcomes. • Applying the Australian Privacy Principles to manage information and data. • Managing and updating information in required databases with high detail and accuracy. • Understanding and following legislation, policies and guidelines that apply to the role. • Demonstrating flexibility to adjust and respond when circumstances change. • Actively seeking opportunities to learn and develop.
RELATIONSHIP MANAGEMENT (INTERNAL AND EXTERNAL)
<ul style="list-style-type: none"> • Promote positive relationships and communication within team and other departments. • Maintain industry knowledge through industry networks and training. • Build effective partnerships with MOU partners and other agencies. • Promote Unity Housing's aims and services in a positive manner and provide accurate information regarding services and housing options. • Integrate Unity Housing's values and culture in all business relationships.
OTHER DUTIES
<ul style="list-style-type: none"> • Any other duties appropriate to the role.

KEY REPORTING / WORKING RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> • Reports to the Team Leader – Customer Care • Works in the Partnerships and Services Team • Partners with the Housing Operations Team • Works closely and collaborates with the Assets and maintenance team 	<ul style="list-style-type: none"> • Provides service to tenants and customers • Builds and maintains relationships with external partners and stakeholders as required

Internal <ul style="list-style-type: none"> Collaborates with other Unity Housing departments 	External
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KEY PERFORMANCE INDICATORS

The following areas will be assessed and measured through Unity's Professional Development Program to monitor effective performance in accordance with the requirements of this Job Description, Unity's Policy and Procedure framework, Strategic Plan and the employment contract:

- Tenants and customers receive a friendly, efficient and helpful service
- Customer enquiries are resolved at first point of contact, wherever possible
- Administrative tasks are completed to a high quality and deadlines are met
- Tenant selection and allocation timeframes meet program and reporting requirements
- High standard of communication, effectively and accurately delivering key information
- Effective relationships are maintained as appropriate
- Rent reviews are timely and accurately completed

Specific Performance Measures (KPIs) will be identified in conjunction with the designated Manager for this role to ensure that outcomes detailed in the above Key Responsibilities are aligned with Unity's Strategic Plan and are properly measured in determining the level of performance.

SPECIAL CONDITIONS

- Hours of work are as per contract
- Position is based at the designated office but there may be a requirement to work across all Unity sites
- A six-month probationary period will apply
- 5 weeks' annual leave (pro rata for part time). Casuals receive the casual loading in accordance with the relevant Award in lieu of paid leave entitlements
- Operate within Unity's Policy and Procedure framework, as amended from time to time
- Authority to initiate and approve expenditure within financial delegation limits, as per Unity's Delegations of Authority policy (Appendix A - Schedule of Delegations)
- Some out of hours work may be required during peak times of activity or tight deadlines and will be negotiated in advance, where applicable and approved overtime or TOIL will apply
- Prior to appointment and on an ongoing basis staff must undergo satisfactory criminal and relevant history screenings
- Current full driver's licence required with no limitations
- This position has mandatory reporting requirements under child protection legislation and appropriate training must be completed
- All Unity Housing staff are expected to participate in activities and spirit of Unity's Reconciliation Action Plan (RAP) and to contribute towards the achievement of the organisation's Environmental, Social and Governance (ESG) outcomes

VALUES AND BEHAVIOURS

All Unity staff are required to model the following behaviours and values and participate in performance reviews and management as directed and in line with published expectations as outlined in the Code of Conduct, Strategic Plan and related documents. These are available on Unity's intranet and website and updated as necessary:

- **Social Justice** – *We advocate for and actively support fairness, equality, and justice.*
- **Innovation and Creativity** – *We encourage innovation and creativity.*
- **Collaboration and Partnerships** – *We support collaborative efforts and partnerships.*
- **Transparent and Ethical** – *We ensure integrity and an ethical approach.*
- **Leadership and Professionalism** – *We lead with vision and integrity and promote professional excellence.*
- **Empowerment and Respect** – *We foster an environment of respect and a focus on empowering others.*

PERSON SPECIFICATION

SKILLS AND ABILITIES	
Essential	Desirable
<ul style="list-style-type: none"> • Understanding of social housing sector and systems. • Awareness of issues and requirements of vulnerable or special needs groups; particularly people experiencing homelessness, people from varied cultural backgrounds, people with a disability, people experiencing mental illness, older people or people with complex needs. • Respectful understanding and recognition of the diverse heritages, traditions, and current matters affecting Aboriginal and/or Torres Strait Islander peoples. • Sound knowledge and understanding of risk assessment, reporting and management, WHS, privacy and confidentiality protocols, duty of care and quality systems. • Understanding of quality service provision and customer service. • Knowledge of housing support resources. 	

<ul style="list-style-type: none"> Knowledge of the Residential Tenancies Act, Tribunal and professional standards in the industry. 	
EXPERIENCE	
Essential <ul style="list-style-type: none"> Collaborative and solution-focused customer service approach. Analytical and problem-solving skills. Aligned with community-based service values. Ability to adapt to change and adopt a flexible approach in a proactive and positive manner. Effective communication with tenants, especially those with complex needs. Ability to exercise initiative and judgement to make decisions, demonstrating integrity and non-prejudicial behaviour. Ability to work efficiently under limited direction, independently and meet required targets and deadlines within time constraints. Excellent written communication skills, including reports and correspondence. Advanced computer/IT skills (Microsoft Office, Excel and property/tenancy databases). Housing programs and processes. 	Desirable
EDUCATION / QUALIFICATIONS	
Essential <ul style="list-style-type: none"> Qualifications in tenancy and property management or relevant discipline and/or transferable relevant experience. A current driver's licence. 	Desirable

APPROVAL



Chief Executive Officer

Date 23 June 2023

EMPLOYEE ACKNOWLEDGEMENT

I acknowledge receipt of and agree to the duties and expectations as outlined within this job description.

Name		Signature		Date	
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