

Client Support and Office Administrator Position Description

Role Details:

Position Title	Client Support and Office Administrator
Reporting to	Team Leader
Liaises with internally	All staff
Liaises with externally	Clients and renters, maintenance contractors, service providers and stakeholders
Supervises	Nil
Purpose of the Position	<i>The Client Support and Office Administrator is the first point of contact at reception for clients and visitors, managing the front desk and ensuring smooth day-to-day office operations. This role combines administrative support to Clients Services and Housing Services, communication management, and office organisation to maintain an efficient, professional, and welcoming environment.</i>
Hours	Full time
Salary/Rate	Social, Community, Home Care, Disability Services Industry Award (SCHADS) Level 3
Essential Criteria	<ol style="list-style-type: none"> 1. Experience in providing high quality customer service. 2. Effective planning, prioritising, and organisational skills with the ability to work under pressure. 3. Proficient in MS Suite (Word, Excel, PowerPoint, Outlook) and experience and ability to navigate other database management systems. 4. Self-motivated with a proactive and collaborative style of working in a team environment. 5. Strong organisational and time-management skills with attention to detail.

	6. Well-developed written and verbal communication skills. 7. Ability to manage multiple tasks simultaneously and remain adaptable. 8. Strong problem-solving skills and resourcefulness. 9. Discreet in dealing with confidential information. 10. Current Driver's Licence
Preferred Criteria	1. Proven experience as a receptionist or in an administrative role. 2. Basic finance administration knowledge. 3. Knowledge of the public, private and community housing sectors.
Key Performance Indicators	<p>1. Office Enquiries & Communication:</p> <ul style="list-style-type: none"> - KPI: Respond to 95% of phone calls and emails, including office inbox within 1 business day. - KPI: Appointment Booking Accuracy: Ensure all accuracy, in client appointment bookings, update details if required and respond to SDR requests (Measurable: Appointment records and database systems). <p>2. Visitor & Staff Management:</p> <ul style="list-style-type: none"> - KPI: Achieve 100% compliance with visitor sign-in/out procedures. - KPI: Ensure doors are unlocked, phones switched over by 9:00 AM, and office locked at closing 100% of the time. <p>3. Property Maintenance Support:</p> <ul style="list-style-type: none"> - KPI: Log 100% of maintenance requests for long term properties in the system on the same business day and ensure follow-up on each request or work order. <p>4. Financial & Key Management:</p> <ul style="list-style-type: none"> - KPI: Code 100% of invoices accurately within 3 business days - KPI: Maintain 100% accuracy in petty cash.

Capability Framework:

Key Area	Detail
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Understand the contemporary homelessness context	<ul style="list-style-type: none"> • Knows and applies the standards, rules and commitments under which funded organisations operate • Is aware of available housing and support options for clients • Establishes and maintains professional relationships and networks.
Understand clients and their needs	<ul style="list-style-type: none"> • Understands the structural causes, pathways into, and impacts of homelessness • Understands and responds to the needs of diverse groups • Applies strengths-based approach • Promotes client participation and listens actively • Communicates appropriately and effectively
Determines solutions	<ul style="list-style-type: none"> • Identifies problems and finds solutions • Makes decisions appropriately
Deliver Services	<ul style="list-style-type: none"> • Understands and uses internal systems and processes • Advocates and influences • Outcomes focused • Quality focused
Manage Self	<ul style="list-style-type: none"> • Manages time effectively • Is adaptable and flexible • Demonstrates resilience • Demonstrates self-care and awareness of health & wellbeing

Responsibilities:

Key Area	Tasks
Customer service, communications.	<ul style="list-style-type: none"> • Demonstrating excellent interpersonal skills and telephone manner, when answering calls. • Welcome guests, ensuring a professional and friendly first impression • Answer and direct incoming calls, take messages, and provide information. • Manage general office communications including emails, mail distribution, and other correspondence. • Handle client inquiries, ensuring high standards of customer service. • Prioritise appointments and triage for Client Services team.

Tenancy support and property maintenance support	<ul style="list-style-type: none"> • Complete site maintenance call logs for long term properties. • Support staff by completing maintenance work orders, as per work order guidelines. Including following up with contractors for invoices and the closing of work orders. • Support the maintenance team to complete cyclic maintenance work orders for long long-term properties. • Communication with renters regarding the scheduling and progress of maintenance and follow-up on client satisfaction.
Client support	<ul style="list-style-type: none"> • Appointment bookings, and rescheduling. • Update client details on relevant databases. • Source and book crisis accommodation as required.
General and office administration	<ul style="list-style-type: none"> • Assist with scheduling meetings, appointments, and conference room bookings including catering as required. • Maintain office supplies, inventory, and coordinate office maintenance. Oversee and ensure staff/office have all necessary items, stationery, etc. • Ensure the office is tidy, organised, and that the reception and interview rooms are all well-maintained. • Notify the accounts department of any vehicle related repairs or servicing and arrange necessary repairs/services. • Ensure office vehicles are maintained and cleaned regularly. • Report and arrange repair for any office related maintenance. • Arrange for the completion of the Essential Safety Measures report with office landlord annually to confirm compliance. • Oversee the office cleaner's scope of works, ensuring 100% adherence to cleaning schedules and standards. • Perform other administrative tasks as assigned to support the overall function of the office. • Prepare and manage documentation, reports, and presentations as requested. • Manage general office duties such as email inbox (including generic email addresses) filing, data entry, and record keeping. • Completing photocopying and scanning as requested. • Typing letters, emails and other communications as required/requested. • Manage the office petty cash.

Broad activities of Beyond Housing	<ul style="list-style-type: none"> • Capacity to contribute broadly and positively to the culture, environment and strategic direction of the organisation • Act in a manner and represent the organisation in a way that is consistent and reflective of the BeyondHousing values • Adhere to human resources policies including anti-discrimination, the Code of Conduct, harassment and equal opportunity policies • Adhere to workplace health and safety policies and proactively contribute to maintaining a safe and clean work environment • Display a positive attitude, treat others with respect and be an active member of the team • Follow lawful directions provided by senior members of the team • Adhere to the Child Safe Standards framework outlined in Policies and Processes, including maintaining a National Police Check and Victorian Working with Children Check. • Abide by relevant legislation, including Privacy and Confidentiality legislation, and ensure the strictest confidentiality in all dealings
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I hereby understand the requirements of the position and will fulfil the obligations required for the tasks, responsibilities, and needs of the business.

Name

Date

Instructions:

1. Staff should read this Position Description carefully and ask questions if any clarification is needed.
 2. Staff should retain a copy of this Position Description for their own reference and use.
 3. This is a living, breathing document and may change with the needs of the organisation. Staff and Managers should discuss changes in the position as they arise.
 4. Managers must provide a copy of this Position Description with their letter of offer.
 5. Managers must discuss all requirements in this Position Description with their staff members.
 6. A signed copy of this Position Description must be returned to Human Resources.
 7. Human Resources will place a signed copy on the staff member's file.
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