



# Tenancy Bond Officer

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## Job Description Form

### Position details

Position number	Various
Level	1
Award/Agreement	Public Service Award 1992 Public Service and Government Officers General Agreement 2014
Branch	Bonds Administration
Directorate	Licensing & Registration
Division	Consumer Protection
Location	Cannington

### Job description

#### Overview of role

As a Tenancy Bond Officer you will process applications for the lodgement and disposal of tenancy bonds and give advice to customers regarding those applications. You will also perform administrative tasks to support the Bond Administration function as part of the provision of a timely and efficient service to all customers of the Bond Administrator.

#### Key responsibilities

- Process tenancy bond transactions in accordance with relevant legislation, policies and procedures.
- Provide appropriate quality information and advice to owners, agents and tenants to assist them in dealing with their responsibilities.
- Perform in an efficient and effective manner and in compliance with the relevant legislative requirements.
- Maintain effective communication and liaison with branch staff, and customers.
- Assist the Branch to achieve its objectives outlined in its Operational Plan.
- Carry out duties in accordance with the requirements of the Public Sector Standards and the Code of Ethics.
- Takes reasonable care to protect their own safety and health at work, and that of others by co-operating with the safety and health policies and procedures of the department and complying with all provisions of the *Occupational Safety and Health Act 1984*.

## Work related requirements

### Conceptual and analytical skills

1. Good problem-solving skills.

### Technical skills and work management

2. Good keyboard skills and the ability to use a personal and on-line computer system to input, modify and extract data.
3. Good numeracy and literacy skills.

### Client relationships, team and people management skills

4. Demonstrated ability to contribute to and work as part of a team.
5. Ability to maintain good customer focus and use initiative in a demanding work environment working with minimal supervision.

### Professionalism

6. Acts in a manner consistent with the Department of Commerce's values.
7. Demonstrates commitment to the work of the Branch.

### Communication

8. Good communication, negotiation and interpersonal skills including the ability to deal with people at all levels.

## Appointment conditions

Integrity requirement	A satisfactory, National Police Certificate or National Police History Check.
Travel requirements	No regular travel is required for this role.
Driver's licence	No licence is required for this role.
Other	Nil.

## Certification (HR use only)

The duties, responsibilities and requirements of this role have been approved by the appropriate delegated authority.

This Job Description Form was registered on 18/09/2014.