**Job Description Form**

**LEASING OFFICER**

**POSITION DETAILS**

Classification Level: Level 3

Award/Agreement: PSA 1992 / PSGOGA 2017

Position Status: various

Organisation Unit: Service Delivery – Pilbara Region

Physical Location: Karratha or South Hedland

JDF Review Date: Update 1/09/2017 Nicole McCarthy

Position Creation Date: 03 December 2010 – M Kelly

**REPORTING RELATIONSHIP**

This position reports to: Manager Housing Services, Level 6

This position has no subordinates.

**ABOUT THE DEPARTMENT OF COMMUNITIES - HOUSING**

The Department of Communities - Housing is an affordable housing provider involved in land development, housing construction and property management. Working in partnership to build economic and social prosperity by enabling Western Australians to have a place to call home.

The agency promotes a high standard of Equal Opportunity, Occupational Health and Safety, and ethical principles/practices. It is a requirement that relevant safety procedures/guidelines and equal opportunity principles are applied at all times.

**ROLE STATEMENT**

Manage and control a number of leases from commencement to finalisation to meet with the Department’s priorities, consistent with policy and procedure. Provide a responsive service to customers in the area of leasing and asset management.

**CORE DUTIES AND RESPONSIBILITIES**

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| **1.0** | **LEASING & ASSET MANAGEMENT** |
| 1.1 | Carries out all procedures for the procurement of leased properties to meet agency requirements |
| 1.2 | Develops, negotiates and approves lease contracts and recommends long-term lease contracts where appropriate to meet client demand |
| 1.3 | Manages and controls a number of leases in a specified area from commencement to termination |
| 1.4 | Investigates and resolves maintenance and other issues concerning leased properties |
| 1.5 | Investigates and liaises with prospective investors and refers to management for further consideration and action. |
| **2.0** | **CUSTOMER SERVICE & LIAISON** |
| 2.1 | Assists the management team to respond to customer enquiries related to leasing activities. |
| 2.2 | Provides advice and assistance to customers on all aspects of leasing, and undertakes field visits to determine the status of leases. |
| 2.3 | Liaises with other regional offices, government departments, real estate agents, valuers, tenants, community organisations, local Shires, and Land Information Authority (Landgate). |
| **3.0** | **ADMINISTRATION** |
| 3.1 | Prepares reports and correspondence on outcomes and discussions arising from customer contact |
| 3.2 | Incurs/certifies payment of accounts related to the management of leased properties |
| 3.3 | Updates and ensures the validity of data for lease dwellings |
| 3.4 | Continually assesses current practices and procedures in order to contribute towards the refinement and improvement of service delivery. |
| **4.0** | **OTHER** |
| 4.1 | Investigates and prepares draft responses to Parliamentary, Ombudsman and Ministerial enquiries |
| 4.2 | Performs other duties as directed |
| 4.3 | Applies equal opportunity, Occupational Health & Safety, and ethical principles and practices in all aspects of this role. |

**SELECTION CRITERIA**

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| ESSENTIAL |  |
|  | 1. Demonstrated organisational skills.
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|  | 1. Proven track record in providing a quality and timely customer service to all clients
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|  | 1. Well-developed interpersonal and communication skills, including negotiating, report writing, and preparation of briefs and submissions
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|  | 1. Proven understanding of the Residential Tenancies Act, various lease contracts and leasing management
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|  | 1. Ability to contribute successfully to the management of assets
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|  | 1. Ability to work independently and as a member of a team
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**SPECIAL APPOINTMENT REQUIREMENTS**

1. Flexibility to undertake intrastate travel and to stay overnight or for short periods.
2. Possession of a current Western Australian 'C' or 'C-A' Class Driver’s Licence or equivalent. This requirement continues for the duration of employment in this position and from time to time production of the licence may be required upon request by the Housing Authority.