**Job Description Form**

**Sales Coordinator**

**Position Details**

**Position Number:**  Generic (04004043, 04004044, 04004160, 04004161)

**Classification:**  Level 5

**Award / Agreement:**  PSA 1992 / PSGOCSAGA 2017

**Organisational Unit:** Commercial Operations / Business Development / Property Transactions

**Location:** East Perth

**Classification Evaluation Date:** 4 February 2016

**JDF Review Date:** November 2018

**Reporting Relationships**

**This position reports to:**

04004584, Manager Sales & Marketing, Level 7

**Positions Under Direct Supervision:**

This position shares subordinate support staff with other Sales Coordinators.

• 04004158, Sales Operations Officer, Level 4

• 04004159, Sales Operations Officer, Level 4

• 04000304, Sales Support Officer, Level 3

• GEH99028, Sales Support Officer, Level 3

**About the Department**

The Department of Communities’ mandate is fundamentally about providing pathways to individual, family and community wellbeing. The Department’s direction centres on building safe, strong, secure and inclusive communities that empower individuals and families across Western Australia to lead fulfilling lives.

The Department’s functions and services include disability services; child protection and family support; social and affordable housing; youth justice; community initiatives and remote regional services reform.

The Department provides the opportunity to implement client centred services within a single outcome based framework across community services in Western Australia. This framework also provides for a specific focus on delivering integrated, place based services, recognising that community and individual needs vary significantly between metropolitan and regional communities.

The Department promotes diversity and embraces a high standard of equal opportunity, health and safety, and ethical practice. All employees are required to comply with relevant safety procedures/guidelines and equal opportunity principles at all times.

**Role Statement**

The Commercial Operations Division, as part of the Department of Communities, is responsible for leading the land, housing and built-form construction activities of the agency. It’s about more than building houses – it’s about creating vibrant and inclusive communities that meet the needs of all types of people and contribute to individual and community wellbeing.

Commercial Operation’s objectives are:

1. maintaining and delivering the dwellings and assets required to enable the Department of Communities to deliver its services;
2. delivering affordable and diverse land and built-form housing to support the efficient functioning of the Western Australian housing market; and
3. creating and recreating the diverse and inclusive communities.

The Sales Coordinator manages the sale of a portfolio of residential properties to be sold through Real Estate agents to achieve sales revenue and cashflow targets. Builds relationships with Real Estate agents and holds them accountable for delivery against key performance indicators.

**Duties and Responsibilities**

**Shapes and manages strategy**

* Contribute to the development and implementation of the Sales and Marketing Strategy for the sale of residential properties.
* Actively contribute to the development of Sales and Marketing Plans for key projects, including the establishment of key performance indicators, sales revenue and cashflow targets.
* Maintain a sound understanding of the property market and feedback market intelligence to inform the program and planning decisions within the Authority.

**Achieves results**

* Monitor and report against portfolio and key project performance targets and provide recommendations for program priorities.
* Assess and action the appointment of agents for the sale of properties including ongoing management of Agency Agreement.
* Manage the contract with selected Real Estate agents to ensure incentive targets and key performance indicators are met, resolve issues and report against the agent performance.
* Contribute to Branch strategies and business plans to achieve outcomes.
* Maintain data integrity in Sales Tracking and Reporting System (STARS)
* Review AX payments approvals and aligned costs codes including checking compliance of invoices.

**Builds productive relationships**

* Build and maintain relationships with the Real Estate agents, Valuers, marketing agents and Strata Managers.
* Build and maintain relationships with the Regional Asset Managers including regular visits to Regional Offices and providing ongoing support to improve processes.

**Communicates and influences effectively**

* Seeks to resolve conflict and find mutually beneficial solutions based on a strong understanding of key issues.

**Personal integrity and self-awareness**

* Monitors and ensures compliance with Government, agency and public policy.
* Applies Equal Opportunity and Diversity, Occupational Safety and Health and ethical principles/practices in all aspects of this role.
* Shows initiative to progress work and undertakes other duties when required.

**Essential Work-Related Requirements (Selection Criteria)**

**Shapes and manages strategy**

1. Proven ability in the design, development, implementation, delivery and evaluation of sales and marketing strategies.
2. Highly developed conceptual, research, analytical and problem-solving skills, including initiative and the ability to identify issues and remedies.

**Achieves results**

1. Demonstrated successful delivery of sales plans and strategies, including the ability to deliver agreed targets and outcomes within specified timeframes.
2. Sound understanding of contract administration

**Builds productive relationships**

1. Proven ability in building and sustaining relationships, contributing to the achievement of project and team outcomes, individually and through collaboration and cooperation, motivating team members and engaging key stakeholders.

**Communicates and influences effectively**

1. Highly developed communication, interpersonal and negotiation skills, with the ability to liaise at all levels and present ideas/tasks clearly and accurately.

**Essential Eligibility Requirements / Special Appointment Requirements**

1. Appointment is subject to a satisfactory National Police Clearance.
2. Available to attend offsite meetings outside of normal working hours.
3. Possession of a current Western Australian 'C' or 'C-A' Class Driver’s Licence or equivalent, and the ability to travel in response to organisational needs. 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 Department.