**Job Description Form**

**Sales Operations Officer**

**Position Details**

**Position Number:**  Generic (04004158, 04004159)

**Classification:**  Level 4

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

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

**Location:** East Perth

**Classification Evaluation Date:** 24 May 2016

**JDF Review Date:** November 2018

**Reporting Relationships**

**This position reports to:**

Sales Coordinator, Level 5

**Positions Under Direct Supervision:**

This position has no subordinates.

**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**

This position provides sales administrative support to Sales Coordinators and support multiple sales programs within property transactions.

**Duties and Responsibilities**

1. **Project Management** 
   1. Supports multiple programs with high level administrative and clerical support.
   2. Prepares and processes contract documentation for the sale of properties, in conjunction with the Securities and Settlement branch.
   3. Orders valuations and prepare approvals documentation to set the price for a property for sale.
   4. Coordinates external and internal meetings including preparing agendas, taking minutes, distributing documents and setting up.
   5. Works with teams to ensure key risks, issues and interdependencies are flagged and escalated within project/program.
   6. Monitors and consolidates project/program schedules, liaises with stakeholders and review key project/ program milestones to identity pipeline stock.
   7. Consolidates and provides basic analysis on property data.
   8. Contributes to the development, implementation and continuous improvement of project management policies, procedures, templates and tools, and ensures adherence with project governance methodology, frameworks and standards across all projects.
   9. Maintains key sales documentation and manages document and version control for allocated projects including, files, schedules, plans, electrical safety certificates, annexures, briefing notes and valuations.
   10. Provides support in responding to ministerial and corporate/Department inquires.
   11. Provides support to Sales Coordinators on the management of executed contracts including notifications to relevant stakeholders including the management of conditional due dates and cancellation notifications as required.
   12. Responsible for documenting all relevant data of sales properties through HPCM (TRIM) and Sales Tracking and Reporting System (STARS) database.
   13. Management of shared email inboxes.
   14. Collects, collates and ensures compliance of information included in handover packs for properties to be sold.
   15. Connection of utility accounts.
2. **Other**
   1. Promotes a high standard of Equal Opportunity, Occupational Health and Safety, and ethical principles/practices in all aspects of this role.
   2. Other duties as required.

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

1. Demonstrated ability to manage multiple tasks, prioritise workloads, work with limited direction and to meet deadlines.
2. Demonstrated experience in the provision of property/ real estate administration, including collating information, editing documents, producing reports, managing project documents and schedules.
3. Sound written and oral communication skills including the ability to present ideas, liaise effectively with all levels of staff and internal and external stakeholders.
4. Relevant experience in the use of personal computer software applications, including word processing, database and spreadsheet applications.
5. High level data entry skills
6. Well-developed skill in using an electronic document management system (preferably HPRM/TRIM).

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

1. Real estate knowledge and experience.

**Essential Eligibility Requirements / Special Appointment Requirements**

1. Appointment is subject to a satisfactory National Police Clearance.