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| **Roles** | **Requirement 1** | **Requirement 2** | **Requirement 3** |
| Customer Service Officer | N/A | Take pride in delivering outstanding service to customers every time. | Ability to gather and clearly communicate important information in writing, over the phone and face-to-face, sometimes in challenging circumstances. |
| Aboriginal Customer Support Officer | For this position, Aboriginality is a genuine occupational qualification and is authorised under Section 50(d) of the Equal Opportunity Act 1984. | Well-developed interpersonal skills with demonstrated experience of having worked and engaged effectively with both Aboriginal and non-Aboriginal people in a sensitive manner. | Good communication skills including negotiation, mediation and liaison particularly with Aboriginal people. |
| Housing Services Officer & Housing and Property Services Officer | N/A | Delivering outstanding service to customers every time, especially when circumstances are challenging and problems difficult to resolve. | Demonstrated ability to relate to and work with people from all walks of life and show respect for their cultural differences/needs, in particular those of Aboriginal and Torres Strait Islander peoples. |
| Property Services Officer | N/A | Delivering outstanding service to customers every time, especially when circumstances are challenging and problems difficult to resolve. | Undertaking vacant property maintenance inspections and other related aspects of property maintenance, upgrade and improvements. |
| Housing Services Team Leader | N/A | Demonstrated ability to lead, develop and mentor a team to achieve organisational goals and targets. | Demonstrated ability to develop and maintain effective internal and external stakeholder relationships, including the general public. |