



Administration Officer (TRMC Support Officer)

- **Employer:** Aboriginal Housing Victoria
- **Work Type/s:** Full Time
- **Location:** Based in Melbourne (North Fitzroy)
- **Applications close:** 16th October 2017

Aboriginal Housing Victoria (AHV) is an Aboriginal community organisation responsible for managing over 1,500 rental properties for Aboriginal and Torres Strait Islanders living in Victoria. AHV's vision is to ensure that Aboriginal Victorians secure appropriate, affordable housing as a pathway to better lives and stronger communities.

We are seeking applications from highly motivated, reliable people who are keen to work in an Aboriginal organisation that is taking the next step towards self-determination and self-management by ensuring that the organisation is able to maintain a sustainable and financially viable housing portfolio across Victoria for Aboriginal people.

The Tenant Responsibility Maintenance Compensation (TRMC) support officer reports to the Project Coordinator. The TRMC function sits within Operations and is responsible for co-ordinating AHV's TRMC charges and recovery against tenants (both current and vacated tenancies).

The TRMC Support Officer

- Responds to telephone and written TRMC enquiries.
- Ensures that all transactions and interactions related to TRMCs are recorded within the system and any associated paperwork is filed.
- Assists the Project Coordinator in investigating TRMCs.
- Prepares sections 78 and 79 cost of repair letters to tenants.
- Supports the Project Officer in data collection and entry activities.
- Collates all relevant information/documentation for the processing of tenant refunds.

We are looking for someone who will bring a client centred focus to the role and with the following key attributes and skills:

- Awareness and appreciation of Aboriginal societies and cultures and an understanding of the issues affecting Aboriginal people in contemporary Australia and the diversity of circumstances of Aboriginal people.
- Some knowledge of the tenancy and application requirements related to a public or Aboriginal housing provider, including the Residential Tenancies Act (Vic) 1997 or the ability to acquire the knowledge quickly.
- Excellent customer service skills along with strong written and verbal communication skills
- Some data collection and recording skills.
- Demonstrated ability to work collaboratively with other staff to achieve positive outcomes.
- Strong attention to detail along with the ability to prioritise competing priorities, to work autonomously and take responsibility for the effective completion of work.
- Proficiency in IT systems including the Microsoft suite of applications.

This position is based in our North Fitzroy office.

A current Victorian driver's license, National Police records check and a Working With Children Check are required for this position.

Aboriginal and Torres Strait Islander applicants are encouraged to apply.

To apply please submit a resume and cover letter addressing the key selection criteria in the attached position description by COB 16 October 2017.

Applications should be sent to: Laurie Gatto, Team Leader Compliance and Systems Improvement, laurie.gatto@ahvic.org.au, or Denise Michie, Acting Manager Human Resources denise.michie@ahvic.org.au using the subject line: TRMC Support Officer

Please direct enquiries about the position to Laurie Gatto on 9403 2126.