



Tenancy Administrative Worker

- ✓ Above award wages
- ✓ Attractive not-for-profit salary packaging options
- ✓ Flexible and hybrid working conditions

Metro Assist (formerly Metro Migrant Resource Centre) is seeking a motivated and highly efficient **Tenancy Administrative Worker** to join our busy Tenancy Team committed to making positive impact in people's life. This is a casual position, working up to 35 hours per week to 30 June 2025.

About us

Metro Assist's vision is to achieve a socially just society that respects individuality, dignity and diversity and provides avenues for all people to fulfil their potential. We work with individuals, families and communities of diverse backgrounds including migrants and refugees, and support in their efforts to become resilient and empowered through our range of services.

We provide refugee settlement support, employment services, family services, emergency relief, tenancy advice, financial counselling and undertakes community development projects and initiatives. More information about Metro Assist is available on our website www.metroassist.org.au

About the role

The primary purpose of the Tenancy Administrative Worker is to provide administrative support to our team of Tenant Advocates who provide information, advice and representation to tenants on their rights and obligations as residential tenants. The role is responsible for handling all incoming phone enquiries to the service, completion of the intake process for clients requiring assistance, and referring client intake requests to Tenant Advocates or other tenancy services as required. The role is also responsible for working collaboratively with and supporting Tenant Advocates with data entry for reporting purposes, migration of electronic files to the internal Intranet, and general administrative duties to support the team to maintain optimal service delivery.

A full position description is available on our website

<http://www.metroassist.org.au/getinvolved/work-with-us.htm>

The salary is based on the SCHCADS Award with Above Award rates of pay, generous salary packaging options are available to increase your take home pay, additional paid leave days are provided to all staff, and flexible/hybrid working options are available to support work life balance. The successful applicant will also benefit from ongoing support & supervision and have access to our confidential Employee Assistance Program offering a range of wellbeing supports.

Essential Selection Criteria

- Minimum Certificate III or IV in business administration or community welfare or relevant discipline
- Demonstrated experience in a similar administrative role
- Excellent telephone manner and sound interpersonal skills
- An ability to relate to people from diverse backgrounds and cultures
- An ability to handle difficult clients with empathy and assertiveness
- Well-developed ability to multitask and prioritise with strong attention to detail
- Able to operate effectively in a team, contributing positively to team operations and working relationships
- Strong IT skills – proficient in Microsoft Word, Excel, and data entry

Desirable Selection Criteria

- Bilingual in a community language

HOW TO APPLY

Applications close on 19 March 2025 and must be submitted to:

recruitment@metroassist.org.au Your application must address each of the selection criteria and include:

- A cover letter.
- Statement against selection criteria.
- A current resume including your full name, postal address and contact number.
- Two of the most recent work-related referees stating names, positions and contact details.

For enquiries regarding this position, please contact Michelle Aldred (Human Resource Manager) on (02) 9789 3744 or email: recruitment@metroassist.org.au

Please note that only shortlisted applicants will be contacted and previous applicants need not apply.

Metro Assist is an Equal Opportunity Employer and supports an inclusive approach in the workplace. We celebrate our diversity and welcome applications from all cultures, ages, religions, genders, LGBTQIA+ people, Aboriginal and Torres Strait Islander peoples, and people with disabilities.

All offers of employment are subject to a satisfactory National Police Check and provision of a current Working with Children Check.

The successful applicant will be required to provide evidence of appropriate legal rights to work in Australia.