



Tenancy Administrative Worker

Part Time Fixed Term (26 to 28 hrs/week)

- ✓ **Attractive not-for-profit salary packaging options**
- ✓ **Above Award wages SCHADS Level 2 (\$36.28/hr to \$39.58/hr)**
- ✓ **Convenient Campsie based location**
- ✓ **Hybrid work environment**

Metro Assist (formerly Metro Migrant Resource Centre) is seeking an enthusiastic **Tenancy Administration Officer** to join our dynamic organisation which is committed to making a positive impact in people's lives.

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 undertake community development projects and initiatives. More information about Metro Assist is available on our website www.metroassist.org.au

About the role

Southern Sydney Tenants Advice and Advocacy Service (SSTAAS) provides information and advice to tenants on their rights and obligations as residential tenants. The primary function of the service is the delivery of a telephone information service to tenants within the identified catchment area. The Service assists a range of residential tenants including those in the private rental market; social housing; tenants in residential parks; boarders and lodgers.

The primary responsibilities of the Administrative Support Worker include responding to all incoming phone inquiries to the advice line, recording call data, completing the initial intake process for clients in need of assistance, and referring client intake requests to in-house Tenant Advocates or other tenancy services as necessary. The role is also responsible for working collaboratively with and supporting Tenant Advocates with all data entry for reporting purposes, as well as performing general administrative duties to help the team maintain optimal service delivery.

A full position description is available on our website <http://www.metroassist.org.au/get-involved/work-with-us.htm>

The salary is based on the SCHADS Award with Above Award rates of pay, generous salary packaging options are available to increase your take home pay, and additional paid wellbeing leave days are provided to all staff. The successful applicant will also benefit from ongoing support and 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
- Strong IT skills – proficient in Microsoft Word, Excel, and data entry
- 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

HOW TO APPLY

Applications close 8 September 2024 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 our HR Manager Michelle Aldred on (02) 9789 3744 or email: recruitment@metroassist.org.au.

Please note that only shortlisted applicants will be contacted.

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 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.