

## POSITION DESCRIPTION

POSITION TITLE	Property Services Officer
DIRECTORATE - SECTION	Development Services - Property
LEVEL - EBA	4 - Salaried
RESPONSIBLE TO	Program Manager - Property

### OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

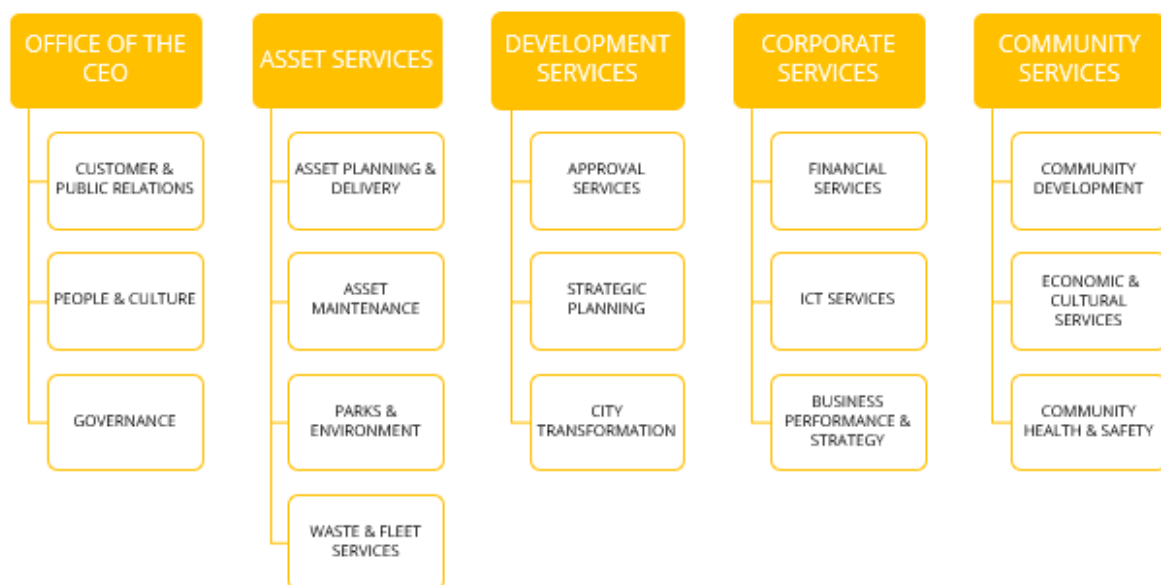
### OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

### OUR VALUES

SERVICE	Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.
PROFESSIONALISM	Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.
QUALITY	Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

## ORGANISATIONAL STRUCTURE & FUNCTIONS



## THE OVERALL OBJECTIVE OF THIS POSITION

Provide tenancy and management services across the organisation that are aligned to Council's strategic planning outcomes and strategies.

Proactively undertake a range of related services that include, but are not limited to tenancy engagement, stakeholder engagement, customer service support and database management, under the direction of the Manager Economic & Cultural Services, with day-to-day input via the Leases and Licences Officer.

## KEY RESULT AREAS

### ORGANISATION SUPPORT

Chief Executive Officer, through the Director Community Engagement, and Manager Economic & Cultural Services, is fully and accurately informed and supported to ensure the best possible strategic and operational decisions are made; and initiatives and programs implemented, in relation to the development and delivery of property services

### CUSTOMER SERVICE – INDIVIDUAL AND TEAM

Proactively maintain and further foster excellence in customer service values and culture throughout the City, with a consistently positive image of Council being promoted to the community.

### ADMINISTRATION

Proactively maintain and further foster the coordination of leases and licences across all groups within the City of Kalamunda. Be the main contact point for any lease/licence property related matter.

### RECORDS DEVELOPMENT AND MAINTENANCE

Develop and maintain SynergySoft database and hard copy files for all, Lease, Licence and Tenancy Management Agreements.

### WORKPLACE HEALTH AND SAFETY

- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.
- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

### WORKPLACE COMPETENCY

Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

## TRAINING/QUALIFICATION(S)

- Property management qualification (desirable)

## SELECTION CRITERIA

1. Experience fostering and maintaining strategic partnerships and networks, to both internal and external stakeholders.
2. Demonstrated understanding of time management with conflicting priorities.
3. Demonstrated strong communication skills and ability to work both individually and within a team environment.
4. Ability to foster a culture of innovation and excellence through continual improvement.
5. Experience providing consistently high standards of customer service.
6. An understanding of the broad functions of Local Government
7. Ability to provide good quality and accurate presentation of advice, both verbally and written, via all standard forms of business communication (including email, memo, letters, reports, policies, procedures, spreadsheets).
8. Experience contributing to strategic and operational planning by offering innovative suggestions.
9. Demonstrated administration experience, including administering programs, compiling reports and business correspondence.
10. Highly developed skills in the use of MS Office (Word, Excel, PowerPoint).
11. Experience in the Local Government 'IT Vision – SynergySoft' software is desirable.
12. Experience in the Building or Real Estate industries would be well regarded.
13. Experience in lease maintenance, tenancy and management services, administering Leases and Licences preferably within Local Government and/or building asset management principles will be highly regarded.

## PHYSICAL REQUIREMENTS

The City welcomes people with a disability to apply for this position. Reasonable workplace accommodations and aids are available as required.

- Ability to use computers to read, analyse and produce written materials
- Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing
- Able to sit for extended periods of time
- Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).

## DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

## DRIVERS LICENCE

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

## AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

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REVIEWED BY: Program Manager – Property  
DATE PD REVIEWED/APPROVED: 18 February 2025

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