

POSITION DESCRIPTION

Position Title:	Maintenance Coordinator - Assets
Employer:	Brisbane Housing Company Ltd.
Responsible to:	General Manager - Assets
Direct reports:	Nil

Purpose of position

The Maintenance Coordinator is responsible for managing reactive maintenance requests and serving as the primary contact for both residents and internal stakeholders. This role ensures timely, efficient, and effective resolution of maintenance issues while maintaining high levels of resident satisfaction and compliance with organisational standards.

Key areas of responsibility are further detailed within the 'Main Responsibilities' section.

Company Context

Brisbane Housing Company (BHC) is an independent, not-for-profit developer, owner and manager of affordable and community housing. Since incorporation in 2002, BHC has a well-earned reputation as a solid and reliable organisation, built through effective working relationships and a personalised approach to customer service

BHC's Vision is, "Creating homes, empowering lives, enabling transformation" and Mission, "to deliver our Vision by building and maintaining quality affordable homes for people in need and engaging with and supporting people to sustain their tenancies". BHC's core values are:

- Making a difference
- Working with integrity
- Supporting each other
- Working safely
- Our differences
- Being accountable and delivering quality
- Celebrating achievements

Key Result Areas

- Ensure timely responses and communication to reactive maintenance inquiries from residents and stakeholders.
- Maintain high resident satisfaction through effective issue resolution and communication.
- Efficiently coordinate reactive maintenance requests and select appropriate suppliers and/or contractors to deliver timely and appropriate resolutions.
- Escalate complex issues to Facilities Manager or Housing Manager as needed.

- Coordinate after-hours maintenance outcomes (delivered by an outsourced call centre), maintaining up-to-date contact lists, protocols and deliverables.
- Address tenant related property charges promptly, fairly, and in line with policy, procedure and agreed processes.
- Represent organisation's interests in body corporate matters, approving/disapproving requests as directed.
- Perform general administrative duties, including managing emails and maintaining records.
- Process purchase orders and payments promptly within delegated authority.
- Update reactive maintenance expenditure deliverables in line with agreed processes.
- Oversee responsive maintenance budget to align with allocated resources.
- Find ways to achieve value for money outcomes.

Main Responsibilities

Resident and Stakeholder Communication:

- Serve as the primary liaison for internal and external stakeholders regarding reactive maintenance during active tenancies, utilising our asset management system and other electronic record and communications systems as required.
- Act as the main point of contact for all maintenance inquiries from residents primarily via phone, email, and other electronic communications on the BHC Resident Care Hub, and email.

Reactive Maintenance:

- Coordinate requests to achieve a suitable outcome through troubleshooting and triaging requests to determine appropriate courses of action for reactive maintenance issues.
- Assign correct priorities, select appropriate trade types and contractors, and issue purchase orders.
- Seek technical support and advice as required.
- Process purchase orders and payments within delegated authority in a timely manner.
- Ensure that Tenant Modification approval conditions complied with (i.e. ongoing maintenance, repairs, replacement, make good).
- Actively identify ways to minimise budget expenditure and maximise deliverables.
- Follow up with stakeholders to ensure timely resolution and resident satisfaction.

Escalation and Resolution:

- Work through any tenancy-related reactive maintenance issues in collaboration with the Housing Team, the Resident Care Hub and the Facilities Manager.
- Process and close off reactive maintenance tasks in line with regulatory, policy, procedural and agreed timelines.
- Escalate complex or costly maintenance issues to the assigned Facilities Coordinator/Manager.
- Conduct virtual audits of completed work deliverables as per agreed process (to be developed).
- Keep file notes current to keep business up to date on actions and outcomes.
- Process timely reports related to reactive maintenance and responsive budget expenditure.
- Issue entry notices and organise delivery for reactive maintenance.

Defects:

- Effectively coordinate defect resolution with all relevant stakeholders during the Defects Liability Period (DLP) for new builds and refurbishment projects.
- Follow up on defects resolution affecting deliverables to rentable spaces as required by the Residential Tenancies and Rooming Accommodation Act 2008.
- Maintain accurate records and facilitate reports as per agreed processes (to be developed).
- Escalate costly or complex matters as per agreed protocols for each project.
- Support the Asset Manager, Facilities Management Team, the Development Team, their consultants and contractors to delivery effective defect outcomes for BHC.

Warranty:

- Maintain accurate records as per agreed processes (to be developed).
- Coordinate product warranty outcomes to minimise unnecessary reactive repair expenditure.
- Follow up on warranty resolution to ensure appropriate and timely outcomes.
- Installed/Supplied by Builder - Escalate costly or complex matters as per agreed protocols for each project.
- Installed/Supplied by BHC - Escalate costly or complex matters to the Assigned Facilities Manager
- Support the Facilities Management Team, the Development Team, their consultants and contractors to delivery effective outcomes for BHC.

After Hours Maintenance:

- Follow up after-hours maintenance activities the next working day, including issuing purchase orders and following up on service requests.
- Maintain and update contact listings, entry codes, escalation protocols, and propose improvements to processes.

Tenant Charge:

- Process tenant-related charges, repairs and damage restoration in line with policy, procedures, agreed processes and approved cost allocations in BASIX
- Coordinate requests to achieve a suitable outcome through troubleshooting and triaging requests to determine appropriate courses of action for reactive maintenance issues.
- Facilitate works in a timely manner to meet the requirements of the Residential Tenancies and Rooming Accommodation Act 2008.
- Assign correct priorities, select appropriate trade types and contractors, and issue purchase orders.
- Seek technical support and advice as required.
- Process purchase orders and payments within delegated authority in a timely manner.
- Ensure that Tenant Modification approval conditions complied with (i.e. ongoing maintenance, repairs, replacement, make good).
- Actively identify ways to minimise budget expenditure and maximise deliverables.
- Follow up with stakeholders to ensure timely resolution and resident satisfaction.

Cyclical Maintenance Support:

- As required;
- Provide administrative support for cyclical maintenance, including coordinating tenders, preparing, issuing and receiving documentation, tracking progress, and ensuring compliance with schedules.
- Escalate non-compliance issues and approve payments as per delegated authority.

SPM Assets:

- As required;
- Support the and work in conjunction with the ACA
- Assist with scheduling and configuring surveys, supporting surveyors, updating records, and issuing entry notices.

Body Corporates:

As required;

- represent the organisation's interests as a unit owner and member of the body corporate
- Approve maintenance and expenditure requests with approvals from the relevant Facilities Manager,
- Attend Annual General meeting and other meetings and hold roles on management committees as required.

Other – General

- Normal working hours are to be Head Office opening Hours
- Administer and manage the repairs and defects email inboxes
- Support and back fill role of the Asset administrator in event of peak workload, unplanned absences and approved leave.
- Ensure timely communication with internal and external stakeholders for active and emerging reactive maintenance issues through approved channels.
- Identify updates to building management manuals to the assigned Facilities Manager.
- Maintain accurate records and registers.
- Miscellaneous administrative tasks as required by the Asset Manager and general duties in support the Administration Coordinator – Assets.
- Undertake further tasks and responsibilities as may reasonably be required from time to time and as communicated.
- Operate in line with BHC's Code of Conduct, Values, Policies and procedures including as amended from time to time.
- Behave in a manner that contributes to a workplace that is free of discrimination, bullying and harassment at all times.
- Represent BHC in a professional and capable manner at company events and external functions/training days attended.
- Follow all reasonable direction given by the Company in relation to Workplace Health & Safety, and through actions contribute to culture of safe work.
- Participate in training as may be required.
- Comply with local, state and federal laws.

Delegation

This role is designated **Band D** under BHC's Authority and Delegations Policy, unless or until otherwise notified by the CEO.

<i>Position occupant</i>	<i>I have reviewed and confirm my understanding of this Position Description and the duties involved.</i>	<i>Signature</i>
		<i>Date</i> / /
<i>Name of Supervisor</i>	<i>This position description has been discussed with the occupant</i>	<i>Signature</i>
		<i>Date</i> / /

BHC Position Description

Job Title: Maintenance Coordinator - Assets

Last updated:
September 2025

Approved by: General Manager -Assets