

POSITION DESCRIPTION

Position Title:	Client Services Administrator
Employer:	Brisbane Housing Company Ltd.
Responsible to:	Senior Manager – Tenancy and Retirement Operations (SMTRO)
Direct Reports:	Nil

Position Purpose

The Client Services Administrator is responsible for supporting our Tenancy and Communities teams to deliver effective client services, particularly through supporting our Client Services Hub, a critical touchpoint of engagement with residents.

These roles form part of BHC's Operations Team and work under the guidance of the Senior Manager – Tenancy and Retirement Operations (SMTRO) to provide face-to-face reception, non-technical phone reception to clients and visitors to the Company as well as performing administrative general office assistance to support the services delivered by the tenancy and communities teams.

The SMTRO oversees the operation of the Client Services Hub and the Client Services Administrator, and provides mentoring, training and support for these two roles. The Client Services Administrator will support the operations of the hub by taking non-client related phone calls and tenant overflow calls when needed. The role will also occasionally backup or provide assistance to the Office Coordinator, who is responsible for the smooth running of the office premises.

Team members relieve each other on reception during breaks/leave periods.

Company Context

Brisbane Housing Company (BHC) is an independent, not-for-profit organisation operating since 2002. Our 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
- Work safely
- Supporting each other
- Our differences
- Being accountable and delivering quality
- Celebrating achievements

BHC has both the Queensland Government and the Brisbane City Council as its minority Ordinary Shareholders and a majority of Community Shareholders drawn from a broad range of industry-relevant organisations. BHC is a Tier One registered provider under the National Regulatory System for Community Housing (NRSCH) and is the lead developer and provider of affordable homes for rent in Queensland.

Main Responsibilities

Client Care Hub & Reception

Fulfill all relevant reception duties, providing support to visitors, non-tenancy callers and internal staff including ensuring that:

- Reception opens and closes on time.
- As the first point of contact for visitors, provide reception and information services for the Company in a professional, kind and efficient manner.
- Professionalism: In behaviour, manner & personal presentation (refer to our Reception Manual for dress guidelines).
- Taking non-client and tenant overflow calls from the Hub as required, with careful and accurate note taking and call direction.
- Keeping the red key cupboard up to date and accurate monitoring of all incoming/outgoing keys using Log It Out in line with relevant issuing approvals.
- Receive and distribute incoming mail and deliveries. Prepare for collection and/or drop off outgoing mail and other deliveries as required.
- Breaks/leave cover: Assist with providing coverage for other team members during breaks, leave and absences and backup support for the Office Coordinator when needed.
- WH&S: Participate in relevant training & ensure a sound personal understanding of BHC's duress procedures; assist with ensuring that reception & surrounding meeting rooms remain free from hazardous objects.
- Effective troubleshooting of issues within scope of role and escalation to supervisor as necessary.

Administrative support

- Provide timely and accurate administrative support to the Tenancy and Communities teams at BHC as directed. This could include projects, data entry, grants administration, allocations processing, printing, or supporting the Residents and Communities team with welcome packs.
- Monitoring and responding to various email in-boxes.
- Assisting the Operations Team with tasks as directed by the SMTRO.
- Records maintenance for Operations (including assisting with archiving, file creation, filing, database maintenance).
- Ensure reception areas including meeting rooms, are always presentable to a high standard (clean and tidy) and free from hazardous objects.

Catering

Provide catering support for Operations team events, E.g. Community Development events, Tenancy Management Committee meetings:

- Assist with event planning and coordination as required, ensuring catering is arranged/platters prepared per agreed specifications (dietary requirements and timeframes). Includes assisting with clearing up after meetings.
- Shopping for supplies (utilising corporate card and company vehicles as needed).
- Professional presentation and appropriate food hygiene.

Company cars

Take in for servicing and for maintenance/repairs and professional cleaning when requested by the SMTRO (scheduling/bookings are coordinated by the Office Coordinator).

Teamwork and relief support

Contributing to teamwork across the business is a key expectation of the role, including assisting with ad-hoc administration/facilities management support during periods of leave of the Office Coordinator and other Administration and Client Care Hub / reception team members.

Other – General

- Undertake further tasks and responsibilities as required from time to time and as communicated.
- Operate in line with BHC's Code of Conduct, Company values, policies and practices including as amended from time to time.
- Maintain the strictest confidentiality and professional boundaries at all times.
- Once established in the role, assist with training new Client Services Administrator and/or temp support staff as required.
- Behave in a manner that contributes to a workplace that is free of discrimination, bullying and harassment at all times and that contributes to demonstrating the company's Values.
- Represent BHC in a professional and capable manner at company events and external functions/training days attended.
- Follow direction given by the Company in relation to Workplace Health & Safety.
- Comply with local, state and federal laws.

Delegation

This role does not currently require a financial delegation band that authorises expenditure under BHC's Authority and Delegations Policy, unless or until otherwise approved by the CEO. This means that the incumbent is not authorised to incur or authorise expenditure on BHC's behalf, unless directed to or approved by a senior role that holds the relevant delegation.

<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: Client Services Administrator

Approved by: General Manager - Operations

Last updated: September 2025