



Government  
of South Australia  
SA Housing Authority

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## Response Coordinator

Vacancy number – Lake02

### Housing SA Employment Pathway Program

SA Housing Authority believes all South Australians deserve to share in the benefits of our growing economy and is committed to supporting its customers to access employment opportunities.

Economic participation clauses are incorporated in our contracts to create sustainable employment opportunities for customers, leveraging public housing spending for greater social impact.

The Housing SA Employment Pathways Program is exclusively available to Housing SA customers, providing an important pathway for those who want to gain secure and sustainable employment.

#### You are eligible if you:

- live in Housing SA accommodation
- have received Housing SA private rental assistance
- live in community housing
- are on the waitlist for public/social housing, or
- are experiencing unstable housing

### This Opportunity

As part of the Employment Pathway Program and the SA Housing Authority re-current maintenance program, we now have **one Response Coordinator Traineeship** available.

All enquiries and applications please contact:

Mel De Leo  
Senior Program Officer, Employment Pathways  
SA Housing Authority  
P: 0418 224 906

#### Apply now

All placements will be managed by the Authority's Employment Pathway Program.

Referring agencies and candidates must not contact host employers directly.

To apply, please provide the following to Mel De Leo at [melissa.deleo@sa.gov.au](mailto:melissa.deleo@sa.gov.au) by Friday 8<sup>th</sup> October 2021

- Resumé including current contacts: phone, email and address details
- Completed SA Housing Authority Training and Employment registration form.

<b>Employer</b>	Lake Maintenance
<b>Opportunity</b>	<ul style="list-style-type: none"> <li>• 1 x Response Coordinator Traineeship (Cert III in Business Admin)</li> </ul>
<b>Address</b>	108-110 Mooringe Avenue, North Plympton SA 5037
<b>Hours of work</b>	Monday to Friday, 8.30am – 4.30pm or 9am – 5pm
<b>Requirements / Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Excellent customer service skills</li> <li>• Excellent phone manner</li> </ul>

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	<ul style="list-style-type: none"><li>• Intermediate to advanced Microsoft Office skills</li><li>• Excellent communication skills both verbal and written</li><li>• Strong organizational skills and the ability to multi-task</li><li>• Friendly disposition</li><li>• Ability to work autonomously and within a team</li><li>• Previous incoming call center/customer service experience preferred</li><li>• Training will be provided on internal systems</li></ul>
<b>Uniform/work attire</b>	<ul style="list-style-type: none"><li>• Office Attire</li></ul> <p><i>Speak with your employment service provider for assistance</i></p>
<b>Position responsibilities</b>	<ul style="list-style-type: none"><li>• Respond to maintenance requests</li><li>• Allocate work orders in a timely manner</li><li>• Monitor all job completion dates daily</li><li>• Advise Building Technical Officers and subcontractors of overdue work via overdue notices</li><li>• Processing of maintenance work orders</li><li>• Manage access and recalls</li><li>• Manage and review variations</li><li>• Following up on outstanding maintenance orders with subcontractors</li><li>• Providing service to our clients, tenants and subcontractors</li><li>• Data entry and email correspondence</li></ul>
<b>Enquiries and Applications</b>	Melissa De Leo, Employment Pathways Manager, <a href="mailto:melissa.deleo@sa.gov.au">melissa.deleo@sa.gov.au</a> <b>Please reference the vacancy number in your application.</b>
<b>Application deadline</b>	<b>Friday 8<sup>th</sup> October 2021</b>

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