



POSITION DESCRIPTION

Position Title:	Commercial & Housing Property Officer
Position Number:	11154
Directorate:	Corporate & Commercial Services
Reports to:	Senior Governance Officer - Commercial and Residential
Supervises:	N/A
Department:	Governance & Organisational Strategy
Agreement:	<i>City of Karratha Industrial Agreement 2023</i>
Classification:	Level 5

1. POSITION OVERVIEW

The Commercial & Housing Property Officer is responsible for delivering the commercial and housing related programs, services and initiatives within the City of Karratha. The Commercial & Housing Property Officer will support and provide advice to management, staff, employees and tenants on all matters pertaining to commercial and residential leasing.

1.1. Position Objectives

- Provide an effective, consistent and timely delivery of commercial and residential services to support organisational needs.
- Act as the first point of contact for commercial property management issues.
- In consultation with the Senior Governance Officer – Commercial and Residential, provide an advisory service.
- Contribute to the development, implementation and monitoring of policies and procedures based on relevant legislation.
- Coordinate and improve the City of Karratha commercial and residential processes.

2. DUTIES & RESPONSIBILITIES

2.1. Leasing and Commercial Management

Minimise organisational risk by maintaining accurate documentation as set out in the *Commercial Tenancy (Retail Shops) Agreements Act 1985* and *Residential Tenancies Act 1987* including:

- Prepare/draft offer to lease/licence agreements, as required.
- Prepare/draft lease/licence agreements, as required.
- Assist where required in liaising with solicitors in relation to preparation of agreements.
- Assist with the review of lease/licence agreements.
- Conduct rent reviews, lease/licence variations, lease renewals, and lease terminations, as required.
- Prepare and issue breach notices, as required necessary.
- Conduct entry inspections and exit inspections.
- Maintain Bank Guarantee Register.
- Assist in preparation of documentation for use in legal proceedings.
- Handle complex tenancy issues, including disputes and non-compliance.

- Provide advice and information on the Act and other relevant legislation to tenants as required.
- Assist with the implementation of the risk management framework, including reviews of risks and controls relating to lease management.
- Maintain leasing register.
- Issue and maintain swipe card register.
- Assist with the review of CCTV footage, when required.
- Attend site viewings and inspections.
- Attend tenancy meetings, when required.
- Liaising with Strata Company as and when required.

2.2. Commercial and Residential Property Maintenance

- Log and track maintenance requests.
- Liaise with internal and external stakeholders regarding the maintenance and renewal of City owned assets.
- Coordinate access for contractors to facilitate maintenance requirements.

2.3. Administration and Finance

- Assist to develop, implement and maintain policies and procedures related to commercial and residential leasing within the City of Karratha.
- Implement and review City of Karratha commercial and residential initiatives.
- Maintain commercial and residential tenancy database to reflect occupancy, vacant properties, new tenants.
- Process receipting/invoicing and other internal accounting tasks related to tenancy payments, as required.
- Monitor rental payment terms and follow up on rental arrears.
- Maintain internal registers.

2.4. Health & Safety

Employees are responsible for ensuring that:

- All tasks are undertaken with the full understanding of the officer's obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- They comply with all City policies and procedures relating to their health and safety.
- Utilise the City's procedure for WHS Communication, Consultation and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of health or safety.
- Observe all safe working practices as directed by the supervisor.
- Use and maintain protective equipment correctly.
- Report ALL accidents and incidents (including near miss) arising in the course of work to direct line manager / supervisor ASAP and then complete the Accident Incident Report form as soon as reasonably practicable within 24 hours where possible.
- Other roles and responsibilities outlined in the WHS Management at the City of Karratha: Roles and Responsibilities.

3. SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)

3.1. Authority & Accountability

- Works under general supervision of the Senior Governance Officer – Commercial and Residential.
- Works in accordance with approved Council's policies, procedures and guidelines.

- Freedom to perform role accountabilities within the limits of budget, policy, guidelines, and relevant legislation.

3.2. Judgement & Problem Solving

- Ability to problem solve with solutions found in established processes and procedures.
- Ability to exercise judgement to problem solve by reference to established processes, procedures, precedents, and instructions.

3.3. Specialist Knowledge & Skills

- Proven knowledge and ability to interpret, understand and apply relevant Property and Real Estate legislation.
- Proven understanding of Property Tree, MRI Inspect, or similar and Microsoft Office and general computer applications.
- Demonstrated administrative, research and analytical skills, efficient and accurate documentation and reporting.

3.4. Interpersonal Skills

- Highly developed numeracy, written and verbal communication skills relevant to the work area.
- Ability to manage time effectively to ensure duties are carried out to the required standard.
- Demonstrated customer services skills.
- Proven ability to cooperate with and gain support and commitment from internal customers and external organisations.
- Developed negotiation and mediation skills.

3.5. Qualifications & Experience

- Demonstrated knowledge in real estate / property management gained through previous experience, training or education
- Experience in interpreting legislation and its application, particularly in the Local Government and property management context
- Property Management Registration (highly desirable)
- Previous experience in local property market (desirable)
- Current C class driver's licence
- National (or Federal) Police Certificate (no more than 6 months old)