



JOB DESCRIPTION

JOB TITLE: PROPERTY (HOUSING) OFFICER		
DIVISION: Corporate Affairs	BRANCH: Property Management	SECTION: Housing
REFERENCE NUMBER: TPA.08	DESIGNATION/CLASSIFICATION: Property (Housing) Officer, Grade 8	POSITION No.: CAD. 041
REPORTING TO: Director Corporate Affairs	DIRECT REPORTS: Nil	LOCATION: Port Moresby
COMPILED BY: Human Resource Officer Date:	AGREED BY EMPLOYEE: Property (Housing) Officer Date:	APPROVED BY: Director - Corporate Affairs Date:

POSITION SUMMARY:

- The role of the Property (Housing) Officer is to manage all PNGTPA institutional properties through Annual CAPEX & OPEX Budgets, manage the maintenance of these properties, procure required assets under approved works for allocated Properties, and maintain Tenancy relationships for PNGTPA institutional properties.

General Duties

- Manage contractors' Deliverables
- Facilitate the development of clear program objectives in relation to PNGTPA property maintenance, property management, corporate purchasing, and management of other assets and undertake an annual review of existing programs to evaluate their efficiency and effectiveness in meeting those objectives for all PNGTPA properties;
- Manage service providers for recurrent and capital works for all PNGTPA-owned properties;
- Manage & Resolve Tenant's Issues, concerns, and, conflicts within PNGTPA properties
- Identifying and prioritizing capital improvement works and maintenance works on PNGTPA properties as and when necessary;
- Oversee the effective delivery of repair works for the selected properties;
- Oversee that all tenants' issues are attended to promptly within the Turnaround-Time and provide efficient customer service for improving tenant satisfaction;
- Ensure that fire drills are carried out on annual basis for the safety of the workplace as well as all the PNGTPA Institutional properties;
- Ensure that proper exiting procedures is carried out for exiting tenants in accordance with the PNGTPA Staff Housing Policy and Procedure
- Ensure compliance with applicable property policies and procedures as well as PNGTPA's procurement and tender procedures;
- Undertake liaisons with key stakeholders relating to property management and engage for the implementation of new requirements, procedures, laws, and guidelines, for compliance purposes.
- Respond to unforeseen works requiring urgent attention for property issues after working hours. Perform miscellaneous job-related duties as assigned

Quality Customer Service

- Ensure to identify and develop opportunities to provide quality and exceptional service to internal and external customers that benefit the organization;

Team Work and Co-operation

- Provide support in creating a high-performing team culture in the Corporate Affairs Division to meet and exceed customer expectations;

Occupational Health and Safety

- Perform duties safely and responsibly by PNGTPA OHSE policies.

Quality of Work

- Ensure to display quality of work that reflects high professional standards and a high degree of accuracy.

Continuous Improvement

- Support to encourage and create a culture of high performance and continuous improvement in the Corporate Affairs Division to meet and exceed customer expectations.

ESSENTIAL REQUIREMENTS – (must cover Qualifications, Education, & Experience, knowledge, attitude, skills, and habits).

- Bachelor's Degree or Diploma in Property Management, or related field;
- Minimum 3- 5 years of work experience in a similar capacity in the public or private sector;
- Demonstrated experience at the officer level in Property Management for a diverse, complex organization;
- Must have some knowledge and experience in the tourism industry in PNG.
- Excellent program planning, management, and leadership skills.
- Ability to communicate (oral and written)
- Ability to communicate and work effectively with key stakeholders of the organization
- Ability to resolve conflict, handle complaints and manage complex situations;