

**ASSISTANT OFFICER, RESIDENCE OPERATION**

Position Number		Faculty / Department	Retail, Residence and Fleet
Classification	Assistant Officer	Tenure of position	Fixed term contract
Line Manager	Officer, Residence Operation		
Last updated	September 2024		

PURPOSE OF POSITION

This position will assist the Officer, Residence Operation to manage the daily operations of Curtin Water II in providing quality services, managing and attending to resident's complaints, ensuring that residents comply to policies and procedures, rules and regulations as well as providing administrative support in residence services related duties.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES**Operational**

- ◆ Responsible for the smooth and efficient daily operation of the service area –check in and check-out, key registry and resident's cards and handling and maintaining residence's property and facilities.
- ◆ Receive and issue receipts for all housing related fees via online payment.
- ◆ Maintain a proper filing system for Curtin Water II related documentation.
- ◆ Coordinate with Housekeeping team for any cleanliness related issues or complaints.
- ◆ Report to Residence Operation Officer any security related matters arising in the area of accommodations.
- ◆ Coordinate official and unofficial communication to residents.
- ◆ Prepare monthly utilities report, utilities provision reports etc.
- ◆ Conduct periodical room inspections with the supervision of Residence Operation Officer.
- ◆ Handle and resolve resident complaints, requests and disciplinary issues in a professional manner, ensuring prompt actions at all times.
- ◆ Coordinate and monitor fixed asset movement and conduct annual asset physical check exercise– Fixed asset management.
- ◆ Any other duties as assigned by the immediate supervisor within the parameter of the position.

Task BreakdownDaily

- ◆ Checks complaints via feedback request system or emails.
- ◆ Raise tickets to CSD – repair & maintenance.
- ◆ Follow-up on all pending tickets – liaise with officer/technician.
- ◆ Attend miscellaneous resident complaints – circulate reminder.
- ◆ Conduct Inspection on cleanliness of common pantry, common areas, staircases, and walkways, laundry area, facilities faulty checks.
- ◆ Circulate email reminders/warnings for any misconducts found.

Peak period Check-In

- ◆ Distributes Welcome Packs.
- ◆ Coordinate with Housekeeping team for Room cleaning/inspection prior to each check-in.
- ◆ Ensure room inventory checklist is completed/returned by residents.

Peak Period check-out

- ◆ Final room inspection upon check-out.
- ◆ Impose damage/penalty charges.
- ◆ Raise tickets – repair and maintenance.
- ◆ Prepare key drop box at security post after working hours.

During Semester

- ◆ Key audit.
- ◆ Resident access card activation/audit.
- ◆ Building /facilities defects inspection.

When required

- ◆ Conduct spot checks based on complaints.
- ◆ Standby for ARS services and check-in after office hours and weekends.
- ◆ Create and maintain all notices/stickers – liaise with corporate communication department.
- ◆ Asset tagging/checking.

KEY PEOPLE INTERACTIONS

- ◆ Students
- ◆ Staff
- ◆ Parents and guardians
- ◆ Contractors/ suppliers/ service providers
- ◆ Public Services Authorities i.e. SESCO, LAKU, TM etc.

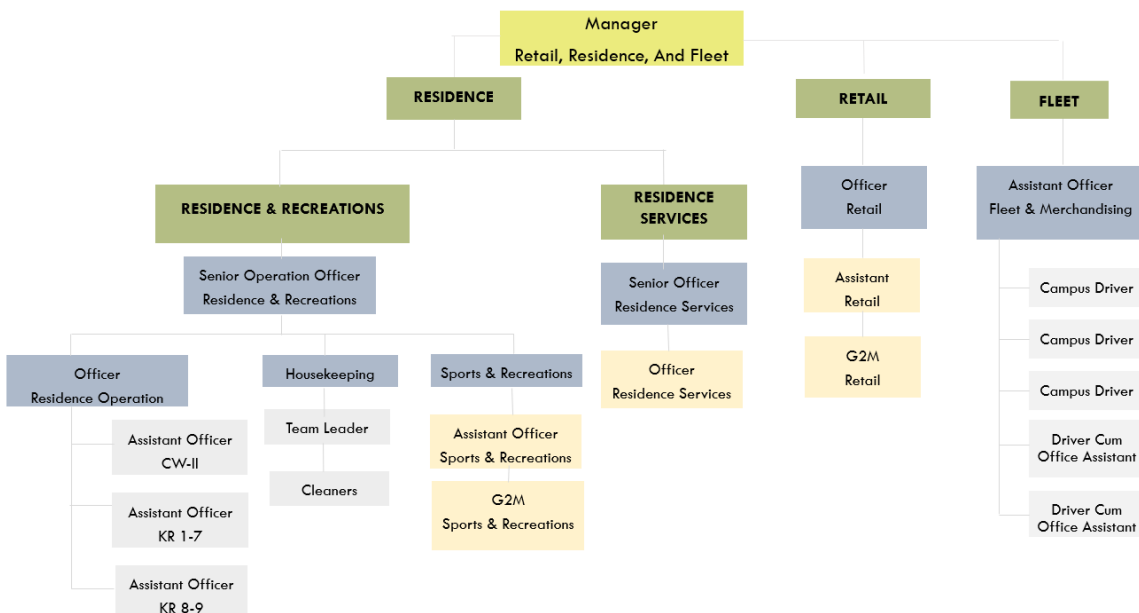
POSITION / ORGANISATIONAL UNIT DIMENSION

The Assistant Officer, Residence Operation works as a focal person in coordinating the daily internal operation for Curtin Water II in order to achieve timely and efficient outcome leading to excellent customer service under the area.

The Assistant Officer, Residence Operation should be able to work independently and proactively to support the Residence Operation team in achieving its operational priorities.

For more information about Curtin Malaysia see: <http://www.curtin.edu.my>

Organisational chart



CRITERIA	
Qualifications	<ul style="list-style-type: none"> ◆ Minimum Diploma in Business Management/ Hospitality Management with relevant working experience.
Knowledge, Experience and Skills	<ul style="list-style-type: none"> ◆ Demonstrated effective oral and written communication skills. ◆ Demonstrated ability to deal with customer enquiries in an efficient and positive manner. ◆ Demonstrated ability to work effectively with minimum supervision and to contribute to and work as part of a team. ◆ Demonstrated ability to manage and update records and databases, as well as developing and maintaining a systematic filing system including the ability to generate report when required. ◆ Demonstrated organisation skills in managing work load. ◆ Demonstrated ability to comprehend, interpret and apply policies and procedures to daily operation including compliance to it at all time.
Desirable	<ul style="list-style-type: none"> ◆ Demonstrated experience working with students in an education setting or institution.
WORK REQUIREMENTS	
Ability to work after hours when required.	
CAPABILITIES AND BEHAVIOURS (CURTIN LEADERSHIP FRAMEWORK)	
It is a requirement that staff in leadership roles exhibit and model capabilities and behaviours consistent with the Curtin Leadership Framework.	
UNIVERSITY VALUES AND SIGNATURE BEHAVIOURS	
<p>All staff must commit to and uphold Curtin's Values which are:</p> <ul style="list-style-type: none"> • Integrity – to act ethically, honestly and with fairness • Respect – to listen, value and acknowledge • Courage – to lead, take responsibility and question • Excellence – to strive for excellence and distinction • Impact – to empower, enable and inspire <p>For more information please visit: http://www2.curtin.edu.au/strengthening-our-culture/values/index.cfm</p>	
COMPLIANCE AND LEGISLATIVE REQUIREMENTS	
Comply with requirements of the University Health and Safety Management standards, relevant Malaysian Occupational Safety and Health legislations, anti-discrimination, equal opportunity and other legislative requirements in accordance with the parameters of the position.	
RELATIONSHIPS	
Ensure effective and mutually beneficial relationships are developed and maintained through effective contribution and communication with stakeholders.	
PLANNING	
<ul style="list-style-type: none"> ◆ In consultation with supervisor and other appropriate members of staff, identify areas for improvement within area of responsibility and develops options for consideration including prioritising implementation issues. ◆ Prioritise own day to day work activities in line with the needs of the department's function. 	
CONTINUOUS IMPROVEMENT	
<ul style="list-style-type: none"> ◆ Participate as appropriate in quality programs implemented across the campus. ◆ Proactively identify and implement innovative solutions to identified needs to enhance the operational effectiveness of the campus services function. ◆ Generate ideas for growth and further development of the campus. 	
AUDIT AND RISK MANAGEMENT	
Comply with Curtin Malaysia's Audit and Risk Management policies and practices.	

COMMUNITY RELATIONS			
<ul style="list-style-type: none"> ◆ Ensure all interactions within the community portray Curtin University Malaysia as a professional educational services provider with the mission to engage communities and transform lives through leadership, innovation and excellence in teaching, research and service. ◆ Other duties that may be required from time to time to allow the incumbent to perform in the position for the good of Curtin Malaysia. 			
ENDORSEMENT			
I certify that the information contained in this document is a true and accurate depiction of the requirements of the position.			
Manager	Susan Yong	Human Resources Registered	
Manager Signature		Date Registered	
Date		Document last updated	
EMPLOYEE SIGNATURE			
<p>By my signature, I hereby certify that I have reviewed the attached description of my position and agree to perform the duties described therein. I understand that the University may make modifications, additions, or deletions to this job description at any time, and will notify me of any changes by sending me a revised copy for my review and signature.</p> <p>Employee Name :</p> <p>Signature :</p> <p>Date :</p>			