

## DEFENCE HOUSING AUSTRALIA

### DUTY STATEMENT / SELECTION CRITERIA

<b>TITLE</b>	:	Sales Consultant
<b>CLASSIFICATION</b>	:	DHA 4
<b>POSITION NO</b>	:	3844
<b>LOCATION</b>	:	Head Office, Canberra
<b>RESPONSIBLE TO</b>	:	National Sales Manager

### THE ROLE

The Sales Consultant position is located in Defence Housing Australia's (DHA's) Sales, Marketing and Portfolio Management Division. The Division is responsible for portfolio operations, investment property sales, product marketing, lessor relations, marketing communication and performance measurement.

In this role you will actively promote DHA's property investment product to prospective investors via the telephone, email and in face-to-face meetings, with a view to sell property. In doing so, you will help to ensure Corporate Plan sales targets are achieved.

To be effective in this role you must possess sound communication and interpersonal skills, a strong customer service focus and be a committed team player. You will have the ability to represent DHA in a professional capacity and develop effective business relationships.

It is expected you will pursue professional development within the real estate industry. Your dedication to self development and business improvement will significantly contribute to the achievement of corporate objectives.

### OPERATING ENVIRONMENT

This is a full-time position. DHA's core business hours are between 8.30am and 5.00pm Monday to Friday. DHA operates under flexible working hours and staff may be required to work outside core business hours at times.

DHA operates throughout all Australian states and territories, and there may be a requirement for the successful applicant to travel to other DHA offices as directed by management.

## **DHA VALUES**

DHA staff are required to display the following key values:

- Respect
- Excellence
- Integrity
- Enthusiasm
- Innovation
- Teamwork

## **MAIN DUTIES**

1. As part of a team, manage first level calls to DHA's dedicated sales phone number. This includes, but is not limited to, educating prospective investors about DHA's property investment product (referred to as the Sale and Leaseback [SLB] product), undertaking first tier qualification and providing general assistance.
2. Actively promote DHA's SLB product to an allocated database of prospective investors via the telephone, email and in face-to-face meetings, with a view to sell property. In doing so you will aim to meet or exceed an individual sales target, thus contributing to the achievement of Corporate Plan sales targets.
3. Use DHA's web-based sales Customer Relationship Management (CRM) system to maintain the accuracy of client records, record interactions and develop targeted, influential communication.
4. Assist Sales Management and the broader sales team in its activities as required. This may include, but is not limited to, managing a client databases on behalf of another consultant during periods of absence, assisting with general lead qualification and performing data integrity against DHA's other systems.
5. Maintain a well-developed understanding of the Australian residential property market, including but not limited to, supply and demand drivers, and the factual presentation of price, rent and growth predictions.
6. Establish and maintain effective and productive working relationships with DHA staff, stakeholders, contractors and third party agencies.
7. Other duties as directed by senior management.

**Specific goals against key result areas are outlined in each individual staff member's performance development agreement each year.**

## **SELECTION CRITERIA**

### **Essential:**

1. Real estate qualifications (i.e. Certificate of Real Estate or License) with proven ability to meet or exceed sales targets.
2. Well developed written communication skills, including the ability to create targeted and influential correspondence that generates a positive response.
3. Well developed oral communication skills, including a good phone manner and the ability to present a sales proposal via telephone or in person.
4. Proven ability to work independently, and as a member of team, to produce high quality work within agreed deadlines.
5. Proven experience in using sales management technologies, including maintaining accurate customer records.

### **Highly Desirable:**

1. Knowledge and understanding of DHA's core business, particularly its Sale and Leaseback product, stakeholders and customers.

## DEFENCE HOUSING AUSTRALIA

### DUTY STATEMENT / SELECTION CRITERIA

<b>TITLE</b>	: Relationship Manager
<b>CLASSIFICATION</b>	: DHA Level 6
<b>POSITION NO</b>	: TBA
<b>LOCATION</b>	: Head Office, Canberra
<b>RESPONSIBLE TO</b>	: National Sales Manager

#### THE ROLE

The Relationship Manager position is located in Defence Housing Australia's (DHA's) Sales, Marketing and Portfolio Management Division. The Division is responsible for portfolio operations, investment property sales, product marketing, lessor relations, marketing communication and performance measurement.

In this role you will actively promote DHA's property investment product to prospective investors via the telephone, email and in face-to-face meetings, with a view to sell property. In doing so, you will help to ensure Corporate Plan sales targets are achieved.

You will persuade and influence prospective investors through sound communication and interpersonal skills, a strong customer service focus and be a committed team player. You will have the ability to represent DHA in a professional capacity and develop effective business relationships.

It is expected you will pursue professional development within the real estate industry. Your dedication to self development and business improvement will significantly contribute to the achievement of corporate objectives.

#### OPERATING ENVIRONMENT

This is a full-time position. DHA's core business hours are between 8.30am and 5.00pm Monday to Friday. DHA operates under flexible working hours and staff may be required to work outside core business hours at times.

DHA operates throughout all Australian states and territories, and there may be a requirement for the successful applicant to travel to other DHA offices as directed by management.

## **DHA VALUES**

All DHA staff are required to display the following values. You do not need to address these characteristics specifically but should keep them in mind when responding to the selection criteria below.

- Respect
- Excellence
- Integrity
- Enthusiasm
- Innovation
- Team work

## **MAIN DUTIES**

1. Actively promote DHA's Sale and Leaseback product to an allocated database of prospective investors via the telephone, email and in face-to-face meetings, with a view to sell property. In doing so you will aim to meet or exceed an individual sales target, contributing to the achievement of Corporate Plan sales targets.
2. Manage a database of clients and actively engage clients as required to explain DHA processes and decisions, resolve issues and sell properties; ensuring high levels of customer service at all times. Manage escalated issues as they arise as well as providing support and guidance to Sales Consultants.
3. Use DHA's web-based sales Customer Relationship Management (CRM) system to maintain the accuracy of client records, record interactions and develop targeted, influential communication.
4. Assist Sales Management and the broader sales team in its activities as required. This may include, but is not limited to, managing client databases on behalf of another consultant during periods of absence, assisting with general lead qualification and performing data integrity against DHA's other systems.
5. Maintain a well-developed understanding of the Australian residential property market, including but not limited to, supply and demand drivers, and the factual presentation of price, rent and growth predictions.
6. Establish and maintain effective and productive working relationships with DHA staff, stakeholders, contractors and third party agencies.
7. At times provide guidance and support to a small team of Sales Consultants.
8. Other duties as directed by senior management.

**Specific goals against key result areas are outlined in each individual staff member's performance development agreement each year.**

## SELECTION CRITERIA

### **Essential:**

1. Qualifications in real estate (i.e. Certificate of Real Estate or License) with proven ability to deliver outcomes while maintaining integrity and confidentiality.
2. Proven sales management experience, with the ability to support and guide a team to achieve individual and organisational sales targets through sound judgement, intelligence and common sense.
3. Well developed communication, consultation, negotiation and presentation skills, including a good phone manner and the ability to present a sales proposal via telephone or in person.
4. Proven ability to work independently, and as a member of team, to cultivate and maintain productive internal and external working relationships with a commitment to team work.
5. Proven experience in using sales management technologies, including customer relationship management systems and related databases.

### **Highly Desirable:**

6. Knowledge and understanding of DHA's core business, particularly its Sale and Leaseback product, stakeholders and customers.

## DEFENCE HOUSING AUSTRALIA

### DUTY STATEMENT / SELECTION CRITERIA

<b>TITLE</b>	: Senior Relationship Manager
<b>CLASSIFICATION</b>	: DHA Level 6
<b>POSITION NO</b>	: 3949
<b>LOCATION</b>	: Brisbane HMC, Sydney
<b>RESPONSIBLE TO</b>	: National Sales Manager

#### THE ROLE

The Senior Relationship Manager position is located in Defence Housing Australia's (DHA's) Sales and Portfolio Management Division. The Division is responsible for portfolio operations & investment property sales.

In this role you will actively promote DHA's property investment product to prospective investors via the telephone, email and in face-to-face meetings, seminar presenting with a view to sell property. In doing so, you will help to ensure Corporate Plan sales targets are achieved.

You will persuade and influence prospective investors through sound communication and interpersonal skills, a strong customer service focus and be a committed team player. You will have the ability to represent DHA in a professional capacity and develop effective business relationships. Your presenting style in a seminar forum will engage and convince the most discerning clients.

It is expected you will pursue professional development within the real estate industry. Your dedication to self development and business improvement will significantly contribute to the achievement of corporate objectives.

#### OPERATING ENVIRONMENT

This is a full-time position. DHA's core business hours are between 8.30am and 5.00pm Monday to Friday. DHA operates under flexible working hours and staff may be required to work outside core business hours at times.

DHA operates throughout all Australian states and territories, and there may be a requirement for the successful applicant to travel to other DHA offices as directed by management.

## **DHA VALUES**

All DHA staff are required to display the following values. You do not need to address these characteristics specifically but should keep them in mind when responding to the selection criteria below.

- Respect
- Excellence
- Integrity
- Enthusiasm
- Innovation
- Team work

## **MAIN DUTIES**

1. Present the DHA investment seminar program across the country. Work in consultation with sales management on key deliverables such as content, registrations, attendance and return on investment.
2. Manage a database of clients and actively engage clients as required to explain DHA processes and decisions, resolve issues and sell properties; ensuring high levels of customer service at all times. Manage escalated issues as they arise as well as providing support and guidance to internal and external sales consultants.
3. Actively promote DHA's Sale and Leaseback product to an allocated database of prospective investors. Leverage off existing contacts, promoting DHA as an investment product of choice for SMSF's. In doing so you will aim to meet or exceed an individual sales target, contributing to the achievement of Corporate Plan sales targets.
4. Use DHA's web-based sales Customer Relationship Management (CRM) system to maintain the accuracy of client records, record interactions and develop targeted, influential communication.
5. Assist Sales Management and the broader sales team in its activities as required. This may include, but is not limited to, assisting with general lead qualification and performing data integrity against DHA's other systems.
6. Maintain a well-developed understanding of the Australian residential property market, including but not limited to, supply and demand drivers, and the factual presentation of price, rent and growth predictions.
7. Establish and maintain effective and productive working relationships with DHA staff, stakeholders, contractors and third party agencies.
8. At times provide guidance and support to a small team of Sales Consultants.
9. Other duties as directed by senior management.

**Specific goals against key result areas are outlined in each individual staff member's performance development agreement each year.**

## SELECTION CRITERIA

### **Essential:**

1. Proven sales management experience, with the ability to achieve individual and organisational sales targets through sound judgement, intelligence and common sense.
2. Extensive and well polished communication, consultation, negotiation and presentation skills. The ability to present a sales proposal via a one on one phone call or a forum of over 100.
3. Proven ability to work independently, and as a member of team, to cultivate and maintain productive internal and external working relationships with a commitment to team work.
4. Understand the full workings of SMSF's with the ability to persuade those High Net Worth clients into making DHA the investment option of choice.
5. Proven experience in using sales management technologies, including customer relationship management systems and related databases.

### **Highly Desirable:**

6. Knowledge and understanding of DHA's core business, particularly its Sale and Leaseback product, stakeholders and customers.

## Appendix 1 - Pay rates – Classification Structure

DHA level	Pay point	Equivalent APS level	Salary from the later of the Commencement date of this Agreement or 1 July 2012	Salary from 1 July 2013
DHA Trainee	Minimum	Trainee APS (Technical)	\$41,511	\$42,964
	Maximum		\$47,275	\$48,930
<b>Broadband 1</b>				
DHA Level 2	Minimum	APS2	\$47,598	\$49,264
	Maximum		\$53,368	\$55,236
DHA Level 3	Minimum	APS3	\$53,609	\$55,485
	Maximum		\$59,401	\$61,480
DHA Level 4	Minimum	APS4	\$59,234	\$61,307
	Maximum		\$66,190	\$68,507
<b>Broadband 2</b>				
DHA Level 5	Minimum	APS5	\$66,734	\$69,070
	Maximum		\$72,838	\$75,387
DHA Level 6	Minimum	APS6	\$73,669	\$76,247
	Maximum		\$84,703	\$87,668
<b>Executive Level</b>				
Executive Level 1	Minimum	EL1	\$89,440	\$92,570
	Maximum		\$109,154	\$112,974
Executive Level 2	Minimum	EL2	\$106,288	\$110,008
	Maximum		\$136,377	\$141,150

**Rankin, Jenna**

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**From:** Netting, Jason  
**Sent:** Monday, 16 June 2014 11:42 AM  
**To:** Lefevre, Beth  
**Cc:** Rankin, Jenna; Brandon, Jenna  
**Subject:** RE: Relationship Manager - [REDACTED] s 47F

Hi Beth,

That's perfect, thank you ☺

Kind Regards,

**Jason Netting** | National Sales Manager  
Sales & Portfolio Management | Defence Housing Australia  
26 Brisbane Avenue Barton ACT 2600  
Tel: 02 6270 6072 | Fax: 02 6222 2269 | Mobile: [REDACTED]  
[jason.netting@dha.gov.au](mailto:jason.netting@dha.gov.au) | [www.dha.gov.au](http://www.dha.gov.au)

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**From:** Lefevre, Beth  
**Sent:** Monday, 16 June 2014 11:41 AM  
**To:** Netting, Jason  
**Cc:** Rankin, Jenna; Brandon, Jenna  
**Subject:** FW: Relationship Manager - [REDACTED]

Hi Jason,

[REDACTED]

If you can please confirm you are happy with the below, [REDACTED] we will then be able to move forward with gaining MD approval and drafting the letter.

[REDACTED]

Please do not hesitate to contact me should you require any additional information.

**Netting, Jason**

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**From:** Bechelli, Elvio  
**Sent:** Thursday, 17 April 2014 11:35 AM  
**To:** Carton, Daniel  
**Cc:** Netting, Jason  
**Subject:** RE: Contract Schedule

Dan,

Approved in principle [REDACTED] and also debriefing/assessing on how negotiations go with first two sales contractors.

s 47E(c)

Rgds  
Elvio

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**From:** Carton, Daniel  
**Sent:** Thursday, 17 April 2014 11:22 AM  
**To:** Bechelli, Elvio  
**Cc:** Netting, Jason  
**Subject:** Contract Schedule

Elvio,

As discussed, please approve the following in principle:

[REDACTED]  
s47E(c)

Regards  
Dan

**Dan Carton** | Head of Sales & Portfolio Management  
**Defence Housing Australia**

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s 47F