JOB DESCRIPTION TEMPLATE

Property Valuation Coordinator

Coordinate valuation orders and property information for mortgage applications while keeping brokers and lender teams informed of milestones.

Organisation	[Organisation name]
Location & work model	[Location; onsite, hybrid or remote]
Employment type & hours	[Employment type, weekly hours and time-zone overlap]
Remuneration	[Confirmed pay range, currency, superannuation and any incentive terms]
Reports to	[Named manager; suggested position: Lending operations or processing team leader]
Systems & access	[Approved systems, records and access scope]
Authority & supervision	[Permitted tasks, decisions, reviewer and escalation route]
Required qualifications	[Employer-confirmed licences, registrations, training or accreditations]

About the organisation

[Describe the actual business, team and customers in two or three factual sentences.]

Key responsibilities

- Submit valuation requests using approved lender or panel instructions.
- Check property addresses, access contacts and supporting details for completeness.
- Track appointment dates, report delivery and outstanding valuation queries.
- Escalate valuation outcomes or security concerns to the responsible credit team.
- Reconcile valuation order details against the authorised application record.
- Keep a dated record of provider queries, access arrangements and delivery changes.

Capabilities & first 90 days

Essential capabilities

- Experience with mortgage processing, property administration or lender operations.
- Accurate data entry and reliable coordination with external providers.
- Ability to work to application and settlement deadlines.

Useful experience

Valuation portals | Property data | Vendor liaison | Milestone tracking

Keep these desirable rather than essential unless the work requires them on day one.

Working relationships

Valuation providers, property contacts, processors and credit teams. Confirm the actual owners and handoff routes.

First 90 days

Agree the pace, reviewer and measures with the person you hire.

30 days

Learn ordering rules and approved provider contact channels.

60 days

Track allocated orders with accurate property details and current milestone notes.

90 days

Review delayed or returned orders and address a repeat coordination issue.

How to apply

[Application route, closing date, contact and any adjustment request process.]

We assess candidates against the role-relevant criteria and use a fictional work sample.

Hiring guide

For the hiring team. Remove this page from the public advertisement.

Interview prompts

1. The valuation report is late and the property access contact has changed. How do you update the order and communicate the impact?

2. Describe a relevant piece of work, the checks you used and what you did when the instructions or evidence were incomplete.

3. How would you organise competing deadlines, record your decisions and escalate a risk to the next handoff?

A practical work sample

Use a fictional order register to identify a wrong address, an overdue report and an access issue. Write provider follow-ups and a dated escalation summary.

Use fictional information and the same instructions for shortlisted applicants. Agree adjustments and timing beforehand. Score accuracy, reasoning, communication and appropriate escalation; this exercise should not produce live client work.

Before posting

- Replace every bracketed field with the actual employer, working arrangement and pay terms.
- Choose the duties the role will really own; remove unrelated tasks and separate essential from trainable skills.
- Confirm the task authority, supervision, qualifications and access with the responsible employer or licensee.
- Check pay and conditions against the applicable employment requirements before advertising.
- Use the same role-relevant selection criteria and fictional work sample for shortlisted applicants; invite adjustment requests.
- Name the reviewer and agree realistic first-90-day outcomes before the person starts.

Employer reference points

ASIC: Credit authority and appointment

Fair Work Ombudsman: Pay and advertised conditions

Fair Work Ombudsman: A clear hiring process

OAIC: Information and access

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