

# Job Description

## Property Management Assistant

**Position:** Property Management Assistant

**Reporting to:** Branch Manager

### Summary:

- Provide assistance to the Property Manager
- Work with the rental and sales teams in a professional, efficient and diplomatic manner
- Help the property manager meet the financial management and growth objectives of the Property Management Department on a monthly and annual basis

### General Duties

- Review advertising material for available rental properties
- Preparation of tenancy documentation
- Supervise the signing of tenancy documentation by the tenant
- Where necessary, deal with enquiries from prospective tenants
- Help the property manager maintain regular, close contact with current landlord clients and tenants
- Submit requests for repairs and maintenance to managed properties
- Process periodic inspections communication with owners of managed properties
- Deal with correspondence in relation to the portfolio of properties managed
- Review arrears list on a daily basis
- Take appropriate action against tenants in arrears (0 – 11 days)
- Filing and archiving of property management documents
- Attend all team meetings
- Attend all training sessions as directed by the Department Manager
- Apply all procedures required of this role and fully participate in the creation of new procedures or in a review of existing procedures

### Knowledge, Skills and Attributes Required:

#### Knowledge

- Residential Tenancies Act
- Human Rights Act
- Basic accounting knowledge
- Local area knowledge

#### Skills and Attributes

- Highly organised
- Time management skills
- Ability to prioritise
- Exceptional people skills
- Customer service focus
- Written and verbal communication skills
- Detail conscious
- Excellent telephone manner and technique

### Performance Review:

- Formal performance review annually