

Job Description

Property Manager

Position: Property Manager

Reporting to: Branch Manager

Summary:

- Manage and develop a portfolio of relationships and properties by providing first class customer service
- Work with a team in a professional, efficient and diplomatic manner
- Meet the financial management and growth objectives of the Property Management Department on a monthly and annual basis

General Duties

- Preparation of tenancy documentation
- Supervise the signing of tenancy documentation by the tenant
- Where necessary, deal with enquiries from prospective tenants and show available rental properties
- Maintain regular, close contact with current landlord clients and tenants
- Organise repairs and maintenance to managed properties
- Conduct periodic inspections of managed properties
- Prepare ingoing property condition reports
- Deal with all 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)
- Ability to understand and produce reports through company software
- Lead generation for new business
- 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 any review of existing procedures

Key Performance Indicators

1. No more than 5% of tenants 3+ days in arrears (measured monthly)
2. No less than 90% of monthly scheduled routine inspections to be carried out each month with reports sent to owners and tenants within two working days of inspections (measured monthly)
3. Net gain of new managements (measured monthly)
4. Exceed budgeted revenue targets (measured monthly)
5. Company Customer Service Standards fully complied with
6. Net Promotor Score 50% or more
7. 100% accuracy of all documentation
8. Attend all team meetings
9. Maintain accurate and timely reporting of all figures/data and reports, as required by the Department Manager

Job Description

Experience Required:

- At least one (1) years' experience in residential property management or suitable experience in real estate/general sales and at least (3) years' customer service/administration experience

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
- Excellent presentation and negotiation skills
- Written and verbal communication skills
- Detail conscious
- Sense of urgency
- Excellent telephone manner and technique

Performance Review:

- Formal performance review annually. Key performance indicators review by the Department Manager using the Job Description and specified reports