

Job Description

Property Management Administrator

Position: Property Management Administrator

Reporting to: Team Leader / Branch Manager

Summary:

- To provide accurate and timely administrative services to the property management team.
- To identify additional areas that will help to improve efficiencies, and to make recommendations to the Team Leader and Branch Manager.

Duties - Property Management:

Inspections

- Identify all inspections scheduled for the month for each property manager.
- Work with the property manager to clarify timing for each property.
- Send inspection notices for each tenant.
- Load each inspection into the property manager(s) outlook calendar.
- Remind text to each tenant 24 hours prior to the inspection.
- Prepare keys in advance.

Intentions

- Prepare the tenant movement report for each portfolio to identify all fixed term tenancies that are ending within a minimum of 5 weeks. (RTA – 90 to 21 days prior)
- Work with each Property Manager to clarify the best course of action.
- Send intentions letters to each tenancy to determine what they want to do.
- Follow up with any tenant that has not responded within 1 week.
- Advise the property manager of any development/response.
- Prepare necessary documentation depending on the tenant's intentions.

Marketing

- Creation of a shared folder on OneDrive to manage images for each available property.
- Complete the enhancement of marketing images via Box Brownie.
- Ensure all available properties use professional images, done via Box Brownie.
- Upload enhanced photos into Palace.
- Complete the property description based on the PB policy & procedures.
- Publish to the web – advise the property manager when this is done.
- Prepare 'Rent Me signs for each listing. Liaise with sign installer or PM to install.

Packs

- Prepare new tenant packs with all necessary documentation.
- Prepare new business packs for proposals.
- Prepare new owner packs with all necessary documentation.

PB Marketing Material

- Manage and maintain all key property management documents for the property managers.
- Liaise with Tina to ensure all documents are in stock and ordered through Lookbook.
- Prepare all checklists in line with company policy and procedure.

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Data Entry & Scanning

- Ensure all Tenancy Agreements, and Property Management Authorities, tenant applications, bond forms are scanned into the appropriate Palace folders.
- Ensure all information is entered into Palace accurately.
- Set up all future events and reminders in line with company policy and procedures.
- Transfer any HHS information into Palace. Work with MJ in Support Centre.

New Tenants/ Vacates

- Process new tenancies
- Process vacates
- Check photos and enhance with Box Brownie
- Process End of Tenancy, ensure complete and scan file to Palace
- Diarise to archive on 1st of following month

Lost Managements

- Copy of tenancy agreement
- Copy of ingoing inspection
- Change of Landlord form
- Keys

General Administration

- Manage keys and pursue any keys that have not been returned by trades people or agents.
- Follow up on outstanding maintenance.
- Prepare friendly phone call list for each property manager based on the routine inspection schedule.
- Manage and facilitate water invoices in consultation with Monique in finance.
- Do 'Dropcards' for each new management and each 'new tenancy'
- Set up diary reminders for key monthly events;
 - Remove or place holds on accounts
 - Processing of charges on the 24th of the month.
 - Advise finance of pending guarantees.