

# Job Description: Service Coordinator

## Palmerston North Service Coordinator

**Position:** Palmerston North Service Coordinator

**Reporting to:** Company Executive Assistant

**Monday – Friday:** 8.00am – 5.30pm (42.5 hours p/w)

### Summary

- To assist the Property Managers with daily administration support
- To provide support and assist with administration and reception duties to the highest standard to enable the smooth and efficient operation of the Head Office building

### Job Description:

#### Critical duties

- WOW each and every person that walks through our doors
- Be the face of Property Brokers, greet clients and visitors in a professional and courteous manner, offering refreshments where appropriate.
- Be the voice of Property Brokers, answering phones in the correct manner “Welcome to a great day at Property Brokers, you’re speaking with...”, direct where needed and take messages to be passed on.
- Maintain entrance, meeting rooms, greeting and general reception area to an immaculate neat and tidy standard
- Keep relevant marketing material on displays up to date
- Be the administrator for the Property Management team, providing full support when reception is being handled by other Service Coordinator
- Keep staff area and supply cupboard stocked at all times
- Keep toilets stocked with paper towels, toilet paper and soap every morning
- Ensure that office systems run smoothly and efficiently at all times

#### Property Management Administration

- Update information on whiteboards daily
- Full management of the key register, including allocation/removal/auditing for Palmerston North, Marton and Feilding Property Management teams
- Facebook posts/advertising
- Advertising on company website/Palace
- Send advertising to Property Press weekly to Creative
- Oversee all properties being advertised, correct mistakes, make them go live and once live, keep the content up to date
- Take minutes at Property Management meetings and distribute to the team. Report any important information to other Service Coordinators
- Insulation inspection organisation. Text, email and letters to tenants. Pink Fit/Smart Energy.
- Business Development Managers and referrals records
- Organise and attend ‘Morning Tea; and ‘End of Month Drinks’ for the team as required
- Management of rentals key register, new managements and contractors for maintenance, checking keys in and out when required
- Keep lead spreadsheet up to date and provide information to sales/David Klue
- Code all BROA PROP invoices in Esker
- Place any stationery or uniform orders on behalf of the Property Managers
- Organise erecting of signs with Maintenance Man
- Register tenants for viewings and assist with rental applications

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- Ensure rental lists for the public are kept stocked and up to date on the front desk, update as needed
- Keep all Property Management forms stocked in reception

## **Auction Room**

- Be the back-up contact person for any Auction Room bookings, internally and externally. Dealing with;
- Checking the diary daily to ensure that anybody who has a booking in there is aware of the standard the room needs to be returned to after use
- Communicate with each person who has the Auction Room booked to ensure they have everything they need e.g. WiFi password, screen, projector, sound system
- Check monthly for the following month that there have been no double bookings made
- Ensure each morning that the dishwashers are empty, and the kitchenette is in a clean and tidy state
- Keep kitchenette supplies stocked daily (coffee, tea, sugar, milk, mints and serviettes)
- Ensure small meeting room in the Auction Room is kept free of clutter and ready for use at all times

## **Marketing Administration**

- Take bookings for and distribute any promotional gear via Sagenda

## **Responsibilities:**

- There are no leadership responsibilities within this role.