

# Job Description

## Commercial Property Management

**Position:** Commercial Property Management Administrator  
**Reporting to:** Commercial Property Manager

### Overview:

The Commercial Property Management Administrator position is a part time role of 30 hours per week, primarily assisting the Commercial Property Manager(s) to effectively manage commercial properties in accordance with the agreed terms of formal Management Agreements Property Brokers have with clients.

The Assistant Commercial Property Manager will be involved in all aspects of day-to-day operations of each property, including accounting, banking, financial reconciliation, disbursements, tenant relations, maintenance and repair, security, and property and facility services. The Commercial Property Management Administrator will assist the Commercial Property Manager in preparing the annual budget and reporting financial performance against that budget across each property managed.

### Key Responsibilities:

Key responsibilities of this position include, but are not limited to:

- Daily banking and reconciliations of rental payments and OPEX.
- All financial processes associated with day-to-day requirements.
- Balancing ledgers, charging fees on rent and OPEX in accordance with the lease agreements.
- Owner and tradespeople disbursements are paid on time each month.
- Providing excellent service to both tenants and landlords/clients. Respond to tenant requests/problems in a timely and courteous manner and generate work orders directed to contractors. Follow-up with the tenant to ensure satisfactory resolution of the issue. Ensure that there is always 24-hour emergency coverage for the property.
- Reviewing property maintenance, security, and tenancy contracts for appropriateness in terms of competitive pricing.
- Accuracy with data entry within Re-Leased. To record all actions, documents, and changes within the appropriate areas within the software.
- Reviewing and ensure building insurance is current and all health & safety requirements are adhered to. To ensure that pricing and services remain competitive.
- Overseeing rents and monitoring/taking appropriate action to recover outstanding/overdue rents including debtor management.
- Preparing an annual property management budget for each property including rents received and all operating costs/expenses.
- Assisting with providing new tenants with an introduction letter regarding emergency contacts, insurance requirements, rent collection procedures, and maintenance request procedures.
- Becoming proficient with the Re-Leased property management software.
- Assisting the Commercial Property Manager(s) with the establishment of the property operations manual.
- Gaining an understanding from the lease documents of the payment obligations and occupancy terms and conditions on which to base managements decisions and budgets.
- Ensuring properties are fully compliant with all the rules and regulations that the design of the building require.
- Taking a keen interest in and advocating for compliance with the Health and Safety at Work Act 2015.
- Monitoring and facilitating the issuing of any Warrant of Fitness's in terms of the Building Act 2004, including working to ensure compliance with the Fire Safety and Evacuation of Buildings Regulations 2006.
- Verification of all invoice amounts and information with approved Service Orders or Contracts.
- Ensuring property coding on all invoices is correct and re-charging is completed.