

Job Description

Property Management Support

Position: Property Management Support

Reporting to: Training Manager via PM Training & Induction Coordinator

Purpose of Position

- To relieve in branches in property management for periods where there is a staff member away on long term or unexpected leave, and to maximise the time to help train and upskill staff members as directed by the PM Training and Induction Coordinator.
- To help drive the company's priorities to ensure the company provides a consistent service.
- Look for ways to continually improve our operating systems and processes.
- To help support, implement and train new company initiatives, policies and procedures.
- To execute training strategies and initiatives as directed by the Property Management Training and Induction Coordinator.

Role:

The role requires flexibility, extensive travel and overnight stays.

Following the relieving duty, the employee will be required to prepare a brief report on their impressions and findings of the branch, including the identification of any training needs which will be passed on to the Property Management Training and Induction Coordinator, and Divisional Manager for the area.

Property Management Relief

- Continue to facilitate the day to day duties of the property management role in the branch. Typical day to day duties are;
 - Utilise Palace, take thorough notes in the system/property file
 - New tenancy documentation – agreements, bonds
 - Enquiries from prospective tenants and show available rental properties
 - Minimal vacancies; liaise with all parties including owners
 - Organise repairs and maintenance to managed properties
 - Conduct inspections – routine, entry or exit
 - Prepare ingoing property condition reports
 - Manage arrears - action breach notices, or tribunal applications.
- Continue to effectively work with sales agents, property managers and tradespeople.
- Provide a comprehensive handover to property managers upon their return.

Property Management Training

- To execute company strategies while covering in the branch.
- Work to correct poor practice where appropriate
- Support and help staff to improve processes and their general effectiveness as property managers.
- Ensure that the branch is following the company policy and procedures
- Conduct training sessions, either one on one or group, to focus on areas of the business.
- Support the branch to achieve the company KPI's, and to identify areas of strength and weakness to help them improve.
- To communicate concerns and priorities to the PM Training & Induction Coordinator, plus Divisional Manager.

Other

- Attend team meetings as required
- Attend all training sessions as directed by senior staff
- Apply all procedures required of this role and fully participate in the creation of new procedures or in any review of existing procedures

Job Description

Knowledge, Skills and Attributes

Knowledge

- Property Management
- Administration duties
- Residential Tenancies Act
- Human Rights Act
- Working knowledge of Palace/Liquid and/or any other related systems

Skills and Attributes

The employee will need to have:

- The ability to travel and work away from their home location for extended periods of time
- Interpersonal skills that enable them to work with a variety of people at all levels
- Written and oral communication skills that allow them to inform and advise others clearly
- Have a passion for training staff, to show empathy, and patience.
- Belief in the company goals and targets for the future.
- Problem-solving skills
- Initiative and the ability to offer new ideas
- Organisational and planning skills to manage their time and to meet deadlines and objectives
- Excellent customer service skills.
- A strong 'presence' and multi-tasking skills
- Excellent attention to detail
- Sense of urgency