

Job Description

Property Management Administrator/Branch Admin

Position: Property Management Administrator/Branch Administrator

Reporting to: Branch Manager or Team Leader

Our Mission is to **Make A Difference**

- Proudly
- Passionately
- Everyday

The Property Brokers team works hard together to get the job done. This means that sometimes you may be asked to do tasks that are outside the details of this job description, within the scope of the role.

Summary – Property Management:

- 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.

Summary – Branch Administrator:

- Administrative and support duties, including reception
- Health & Safety Rep for branch, if required
- Customer service, both in person and on the telephone
- Media and marketing material
- Personal appearance, including company uniform
- Branch appearance, internal and external

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.

Job Description

- 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.
- Prepare inspection packs (thank you cards, lollies) for routine inspections.

PB Marketing Material

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

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.
 - Rent Reviews
 - Scheduled maintenance (Chimney sweeps etc)
- 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

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.

Rent Reviews

- Ensure all tenancies and properties have rent reviews loaded against them.
- When required, assist with providing tenants with rental increase notices.

Job Description

Invoicing/Maintenance

- Access Tapi on a regular basis to remain up to date.
- Process all rates invoice for properties (Land and Regional rates are now done through Tapi, so the scanning hardcopies and emailing to Finance is not required)
- Support the Property Manager with access – provide keys for the tradespeople.
- Follow up all outstanding work orders.
- Pursue tradespeople for quotes and invoices.
- Process all rates invoices for properties;
 - Scanning hardcopies
 - Approving
 - Email to Finance.

Duties – Branch Administrator:

- Enter new properties accurately and promptly into our software
- Create marketing material for all the current listings
- Paginate advertising for the branch as required
- Processing Sale and Purchase Agreement into our software and provide copies to the involved parties in a timely matter
- Working alongside our finance department to ensure owners and salespeople are well taken care of
- Coding invoices for branch or salespeople costs
- Reconcile the petty cash card system
- Providing outstanding customer service to both our external and internal clients
- Ensure that the reception and staff areas are kept clean and tidy at all times
- Branch presentation level kept to a high standard including window displays, brochures and waiting areas
- Keeping the office stocked with branded material, general stationary and listings supplies
- Liaising with all departments in the Support Centre to ensure processes are followed correctly
- Utilising the company provided programs such as Office 365
- Assisting the salespeople and managers with any necessary documents or letters that they require
- Dispatch mail
- Updating the branch Facebook page with relevant content
- Print out management reports as required
- To attend support staff meetings held in Palmerston North as required
- To organise functions for auctions, professional evenings and client functions
- Take any minutes that are required for branch or company meetings
- Maintain a high level of confidentiality
- Have a high level of accuracy and attention to detail
- Any other duties befitting the level of the position that may be required from time to time
- Attend online or in person training sessions as required from management and the training department
- Coordinating maintenance on the building and office technology as required
- Provide cover in mutual agreement with your employer for any of the other branch locations within the region, in the absence of staff

Skills and Attributes

- Highly organised
- Time management skills
- Ability to prioritise
- Exceptional people skills
- Customer service focus
- Written and verbal communication skills
- Detail conscious
- Excellent telephone manner and technique