

Job Description

Property Manager

Position: Property Manager

Reporting to: Branch Manager/Team Leader

Our Mission

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, and within the scope of the role.

Summary:

- Manage and develop a portfolio of relationships and properties by providing first class customer service.
- Work with a team in a professional, efficient, and diplomatic manner
- Meet the financial and growth objectives of the Property Management Department on a monthly and annual basis.
- Achieving Branch Targets and KPI's as specified
- Always observe the Property Management Policies and Procedures Manual.
- Operate lawfully with respects to the Healthy Homes Standards, Residential Tenancies Act, Health & Safety Act, Consumer Guarantee Act, Fair-Trading Act, Privacy Guidelines, Swimming Pool & Fencing Act and Humans Right Act.

General Duties

- Utilize key operating systems for each task.
- Utilise Palace for notetaking and keeping records. Always store property related information in the diary or where appropriate.
- Observe the Privacy Guidelines for the application process – complete all applications online via Renti.
- Marketing each property professionally by utilising Box Brownie and observing the description template.
- Finalise new tenancies within Palace once a new tenant is finalized. Ensure key dates and reminders are set, such as rent reviews and future inspections.
- Capture any sales agent referral information with Palace.
- Supervise the signing of tenancy documentation by the tenant.
 - Make them aware of the MoovMe service.
 - Tenant Handbook
 - NPS Information & explanation.
- Manage and facilitate all viewings for available properties.
- Maintain regular, close contact with current property owner clients and tenants.
- Organise repairs and maintenance for managed properties.
- Address maintenance in a timely manner, including reminders, invoices and closing off jobs in Tapi.
- Archive 'lost management' properties/owners in Palace, complete any open maintenance jobs in Tapi for lost managements.
- Conduct periodic inspections of managed properties every 13 weeks or otherwise specified by the owner and or their insurance policy.

Job Description

- Complete entry and exit inspections for all managed properties.
- Deal with all correspondence in relation to the portfolio of properties managed.
- Review arrears and any debt as per the company Policy and Procedures Manual.
- Take appropriate action against tenants in arrears.
- The ability to understand and produce reports through company software.
- Assess each property for Healthy Homes Standards using the Tether App.
- Lead generation for new business - appraisals and assisting agents when necessary.
- Filing and archiving property management documents. All documents to be scanned into Palace.
- 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)
- Attending all team meetings and regional meetings.
- Attending all company driven training days and events.
- Apply all procedures required of this role and fully participate in the creation of new procedures or in any review of existing procedures.

Experience Required:

- At least one (1) years' experience in residential property management or suitable experience in real estate/general sales or at least (3) years' customer service/administration experience

Knowledge, Skills and Attributes Required:

Knowledge

- Residential Tenancies Act
- Human Rights Act
- Basic accounting knowledge
- Local area knowledge

Skills and Attributes

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

Performance Review:

- Formal performance review annually. Key performance indicators review by the General Manager Property Management using the Job Description and specified reports.