

## Position Description

<b>Position Title:</b>	Property Manager Associate	<b>Department:</b>	Property Management	<b>Date:</b>	2016
<b>Position Reports To:</b>	Branch Manager	<b>Is this a New or Existing position?</b>			New
<b>Primary Function:</b>	<ul style="list-style-type: none"> <li>Maintain external compliance with government authorities and legislative requirements</li> <li>Achieve internal compliance with all established systems, processes and procedures</li> <li>Work closely with Property Manager Representatives and Branch Manager to achieve business objectives</li> <li>Cover for Property Manager &amp; Property Manager Associate during absences</li> <li>Successfully complete tasks assigned by Branch Manager as required</li> <li>Fulfil the Admin officer / Sign Up Officer role during peak period</li> <li>Assist in ensuring the buildings presentation is maintained at the highest level by building walk through</li> <li>Cover Front Desk during lunch break</li> <li>Complete electricity meter reads / final electricity meter reads for required buildings</li> </ul>	<b>Key Stakeholders:</b>	<ul style="list-style-type: none"> <li>Owners / Landlords</li> <li>Tenant / Students</li> <li>Owners Corporate Managers</li> <li>SHA internal team member and management</li> <li>Tradespeople</li> <li>Property Sales Personnel</li> <li>Developers</li> <li>Educational Institutions and government agencies</li> </ul>		
<b>Experience &amp; Qualifications</b>			<b>People Management</b>		
<b>Work Experience required to meet position objectives</b>	<ul style="list-style-type: none"> <li>Work experience in a customer facing position in the retail or hospitality industries</li> <li>Work experience working in a fast paced environment</li> <li>Previous experience in accounting / bookkeeping is highly advantageous</li> <li>Previous experience in Real Estate is highly advantageous</li> </ul>	<b>Position Impact to the company</b>	Number of direct reports:		0
			Full Time Equivalent (FTE)		1
			Position Status		Permanent
			<b>WH&amp;S &amp; Travel Requirements</b>		
<b>Key Commercial Skills and Qualifications required to meet position objectives</b>	<ul style="list-style-type: none"> <li>Hold or currently undertaking the Agents Representatives Certificate and ability to be registered with the BLA</li> <li>Excellent communication skills both written and verbal</li> <li>Exceptional attention to detail and high level of organisational skills</li> <li>Excellent time management skills and prioritisation of workload</li> </ul>	<b>Other Requirements of the Position</b>	<b>Travel Requirements</b>		<b>Frequency of Travel</b>
			<ul style="list-style-type: none"> <li>Yes</li> </ul>		<ul style="list-style-type: none"> <li>Daily</li> </ul>
			<b>Drivers Licence Required: Yes</b>		

	<ul style="list-style-type: none"> <li>• Outstanding problem solving skills and the ability to use your initiative</li> <li>• Commercial acumen</li> <li>• Ability to maintain confidentiality</li> <li>• Advanced computer knowledge</li> <li>• Ability to work within a team environment</li> <li>• National Police Check/Record</li> </ul>		<p><b>Required to:</b></p> <ul style="list-style-type: none"> <li>• Sit for long periods of time</li> <li>• Stare at a computer monitor for long periods of time</li> <li>• Attend buildings and construction sites</li> <li>• Climb 4 flights of stairs</li> <li>• Drive a personal motor vehicle</li> </ul>
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**Areas of Accountability**

Area of Accountability	Key Activities	Outputs
Compliance	<ul style="list-style-type: none"> <li>• Ensure awareness and full compliance with the Business Licensing Authority, Estate Agent Act, Residential Tenancy Act, ISO SAI Global Compliance;</li> <li>• Participate in the review of Property Management procedure manual and other company Manuals as a part of the ISO accreditation;</li> <li>• Submit various required reports to the Branch Manager within a reasonable time frame;</li> <li>• Attend supervised VCAT hearings as instructed;</li> <li>• Uphold ethics and accountability.</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance with legislation, SHA Property Management Procedure Manual and other company Manuals</li> <li>• Compliance to the Corporate Property Management Calendar</li> </ul>

<p>Relief Property Manager (Both annual and personal leave)</p>	<p><u>Leasing</u></p> <ul style="list-style-type: none"> <li>Attend to all calls and respond to all email enquiries and in person visits and listen to Tenant and owner requests, concerns and comments and action accordingly;</li> <li>Prioritise Tenant applications, sign ups and ingoing Tenants to target maximum number of property leases;</li> <li>Generate Condition Reports on inventory and condition of the property;</li> <li>Sign out all keys in the Key Control Register that are used for Open For Inspections and ensure all keys are back and signed in at the conclusion of every inspection;</li> <li>Show around prospective Tenants through the property and describe its features in an amiable and assistive manner; ensure to cove the laundry facility, mail box area, car park, bicycle storage, rubbish bins, common rooms, security cameras (if applicable) and notice boards during the inspection process;</li> <li>Recommend alternative properties to prospective Tenants who request more options;</li> <li>Provide business cards, Internet brochures, mini magazines and application forms to prospective Tenants;</li> <li>Document changes in the stock sheet and update at the start of the day before initiating any inspection.</li> </ul> <p><u>Portfolio Management</u></p> <ul style="list-style-type: none"> <li>Maintain accuracy of documentation by ensuring Tenant files are signed off;</li> <li>Operate the property management software to record, store, and analyse information;</li> <li>Ensure all invoices received from stakeholders or creditors are approved for payment on behalf of the owners;</li> <li>Manage rental arrears and rent collection;</li> <li>Liaise with Lead Tenants as required;</li> <li>Execute maintenance requests and arrange inspections;</li> <li>Report Owners Corporation issues effectively to OC Management;</li> <li>Undertake routine inspections as per Property Management calendar;</li> <li>Maintain all properties to the highest standard;</li> <li>Respond to tenants requests and action accordingly.</li> </ul>	<ul style="list-style-type: none"> <li>% of conversion from Inspection to applications (benchmark previous peak season)</li> <li>Receive calls within 3 rings &amp; respond to emails within 24 hours</li> <li>No incidents or errors reported on documentation processes</li> <li>Adherence to deadlines</li> <li>Feedback from prospective tenants</li> </ul> <ul style="list-style-type: none"> <li>95% accuracy in tenant file sign offs</li> <li>Cycle Time to on-board new tenants professionally</li> <li>5% of the tenants in rent arrears not more than 7 days</li> <li>Urgent repairs arranged within 24 hours</li> <li>Non urgent repairs arranged within 14 days</li> <li>Bond settlement occurs within 10 days of key return</li> <li>Inspect properties within the agreed timeframe</li> </ul>
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	<p><u>Reporting &amp; Administrative Task</u></p> <ul style="list-style-type: none"> <li>Report to the Branch Manager on enquiry rates, inspection rates, applications issued, general feedback and any related issues affecting property, building presentation and leasing;</li> <li>Liaise with the Branch Manager on apartment or room availability;</li> <li>Identify and report any discrepancies to the Branch Manager;</li> <li>Perform data entry as directed by Branch Manager.</li> </ul> <p><u>Relationship Management</u></p> <ul style="list-style-type: none"> <li>Ensure complaints from Tenants are resolved in a timely manner;</li> <li>Attend to Owners' enquiries and complaints;</li> <li>Ensure a satisfactory response to the customer service survey by responding to conflicts and issues;</li> <li>Encourage Tenants to utilise BigAir Internet;</li> <li>Encourage Owners to utilise Property Insurance Plus;</li> <li>Provide timely responses to all enquiries placed by potential and existing Tenants.</li> </ul>	<ul style="list-style-type: none"> <li>100% accuracy in reporting</li> <li>Timeliness in reporting</li> <li>Ad Hoc reporting</li> </ul> <ul style="list-style-type: none"> <li>Tenant Satisfaction Survey</li> </ul>
<p>Relief Property Manager Associate (Both annual and personal leave)</p>	<p><u>Building walk through</u></p> <ul style="list-style-type: none"> <li>Undertake building walk through for other Associates who are on leave to ensure weekly reports is completed by deadline (See details below).</li> </ul> <p><u>Electricity Meter Reads</u></p> <ul style="list-style-type: none"> <li>Read the electricity meters at the buildings for other Associate who are on leave and complete the reading report on a monthly basis; forward to the general accounts for their action. (See details below).</li> </ul>	<ul style="list-style-type: none"> <li>100% accuracy and timely, effective and efficient reporting of Building Weekly report to Branch Manger</li> <li>0 errors in meter reading report</li> </ul>
<p>Building walk through</p>	<ul style="list-style-type: none"> <li>Undertake weekly walk through the assigned complexes and complete the inspection report and forward to the relevant body for their further attention;</li> <li>Be mindful of the general appearance of the complexes, tidying up of common area as required and reporting to Property Managers and Owners Corporation Managers.</li> </ul>	<ul style="list-style-type: none"> <li>Vigilance and attention to detail</li> <li>Timely, effective and efficient reporting of Building Weekly report to Branch Manger</li> </ul>
<p>Reception (as required)</p>	<ul style="list-style-type: none"> <li>Welcome visitors in a professional and friendly manner;</li> <li>Promptly answer all incoming calls and forward messages via email to the relevant personnel;</li> <li>Refer any new business or appraisals for management to the SHA Director;</li> <li>Liaise with internal staff at all levels and interact with external stakeholders and other parties;</li> <li>Maintain a pleasant appearance of the reception area and office;</li> <li>Ensure effective active communication and flow of information;</li> <li>Build an impressive reputation of SHA and StrataCo with amiable front desk competencies.</li> </ul>	<ul style="list-style-type: none"> <li>Answer calls within 3 rings</li> <li>Log messages and dispatch within 30 minutes of receiving</li> </ul>

<p>Admin Officer / Sign Up Officer during Peak Period</p>	<p><u>Sign Up Officer</u></p> <ul style="list-style-type: none"> <li>• Ensure completion of residential tenancy sign ups;</li> <li>• Provide explanations of residential leasing and how SHA operates;</li> <li>• Complete tenancy induction with lease sign up pack and complete documentation;</li> <li>• Complete tasks assigned by Branch Manager as required.</li> <li>• Ensure efficient and accurate bond procedures;</li> <li>• Ensure efficient and accurate lease document production procedures.</li> </ul> <p><u>OR</u></p> <p><u>Admin Officer (Bond Finalization and Document Production) as required</u></p> <ul style="list-style-type: none"> <li>• Process maintenance work orders;</li> <li>• Arrange keys for tradespeople;</li> <li>• Inform Property Managers of Tenant bond refund details;</li> <li>• Update internal Bond Refund records;</li> <li>• Update software (Console) Tenant records;</li> <li>• Create, print, collate, email and prepare all “Lease Packs” documents;</li> <li>• Provide general support to Property Management Department as directed by Branch Manager;</li> <li>• Complete tasks assigned by Branch Manager as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance with Residential Tenancy Act standards</li> <li>• Adhere to the SHA process and policies</li> <li>• 95% accuracy in tenancy sign ups, work orders and various documentation processes</li> </ul>
<p>Electricity Meter Reads</p>	<ul style="list-style-type: none"> <li>• Read the electricity meters at the buildings and complete the reading report on a monthly basis; forward to the general accounts for their action;</li> <li>• Undertake final meter reading at the building on a weekly basis.</li> </ul>	<ul style="list-style-type: none"> <li>• 0 errors reported in meter reading report</li> </ul>
<p>Communication &amp; Interaction</p>	<ul style="list-style-type: none"> <li>• Maintain regular collaboration with Branch Managers for reporting purposes;</li> <li>• Assist temporary staff to complete their duties;</li> <li>• Deliver documentation to Trust Accounts within a reasonable time frame;</li> <li>• Report potential new business and critical issues to the Branch Manager;</li> <li>• Promote and ensure harmonious team environment;</li> <li>• Ensure all internal and external communication is practiced in a friendly, respectful and positive manner;</li> <li>• Maintain industry best practice in terms of facilitating the inspection process;</li> <li>• Attend and participate in Property Management meetings and all company events and activities.</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback from Branch Managers</li> <li>• Adhere to deadlines with minimum delays</li> <li>• 360 degree feedback</li> <li>• Stakeholder satisfaction rate</li> </ul>

Teamwork	<ul style="list-style-type: none"> <li>• Be courteous and show respect to others;</li> <li>• Supporting and encouraging the knowledge, capability, confidence and motivation amongst team members;</li> <li>• Contribute to a positive and enjoyable atmosphere in the workplace;</li> <li>• Cooperate with others to reflect company values and ensure service to stakeholders;</li> <li>• Recognise and acknowledge achievement by others;</li> <li>• Maintain and encourage a positive work/life balance.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to work in teams</li> <li>• Encourage an environment where contribution of others are valued</li> <li>• Knowledge sharing within the workplace</li> <li>• Demonstrate and uphold the values of the company's brand</li> </ul>
	<ul style="list-style-type: none"> <li>• Ensure the team is kept up to date and well informed;</li> <li>• Supporting and encouraging the knowledge, capability, confidence and motivation amongst team members;</li> <li>• Demonstrate the behaviours necessary to be successful in your role;</li> <li>• Assist in training new employees;</li> <li>• Demonstrate positive attitude towards other staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Display and uphold the values of the Practice</li> <li>• Effective team work in workshop scenarios and sharing relevant information regarding policies and procedure</li> <li>• Demonstrate knowledge sharing within the workplace</li> </ul>
Professional Development	<ul style="list-style-type: none"> <li>• Continuously endeavour to improve personal development by increased learning, develop talents and potential;</li> <li>• Build or renew self-esteem and self-knowledge that can contribute to the company growth;</li> <li>• Participate in professional development as mandated by Management;</li> <li>• Successfully complete courses with satisfactory feedback from the program leader.</li> </ul>	<ul style="list-style-type: none"> <li>• Updated CPD (Continual Professional Development) Report</li> </ul>
Assist in the provision of a safe and healthy work environment	<ul style="list-style-type: none"> <li>• Maintain a safe and clean working environment at all times to eliminate potential hazards;</li> <li>• Read posted memos about safety concerns in the workplace;</li> <li>• Operate safety equipment and ensure the team uses safe work habits while performing job function;</li> <li>• Adhere to all workplace health and safety (WHS) policies and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• WHS Compliance</li> <li>• Remove any hazards that can be rectified immediately without harming themselves or other individuals</li> <li>• Report all near misses, incidents and accidents to the Senior Management immediately</li> </ul>

I \_\_\_\_\_, have read and understood the requirements of the position and have the capacity to exceed in this role.

Employees Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/20\_\_\_\_