

HUMAN RESOURCES PROPERTY MANAGEMENT DIVISION JOB DESCRIPTIONS

PROPERTY MANAGER

REPORTS TO

Reports to

- Business Owner / Manager

QUALIFICATIONS REQUIRED

Qualifications

- Current Certificate of Registration with Qld Office of Fair Trading
- Property Management experience

RESPONSIBILITIES

Legislation / Policies and Procedures - Adherence to Company Policies

General

- As outlined in the Policies and Procedures Manual, detailed Job Description and specifically:
- To maintain a corporate and professional level of dress at all times.
 - Behave in a polite and courteous manner when dealing with every clients and customer and staff.
 - To operate honestly and ethically within the bounds of the Property Agents and Motor Dealers Act.
 - Attend to all daily, weekly, monthly, quarterly and yearly office duties as required.
 - Attend work functions, reflecting the team spirit, as requested by management unless genuine reason not to.
 - Office Policies, Procedures and checklists are followed and completed at all times.
 - The Acts are followed, including Residential Tenancy Act, Privacy Act, Property Agents and Motor Dealers Act, Anti-Discrimination and any other future or relevant Acts.
 - Retain a current Queensland Drivers Licence and Real Estate Salespersons Certificate at all times.
 - To follow the Key Performance Indicators (KPI's) as set down in this job description.

SYSTEMS

General

- To assist in the completion of daily, weekly and Monthly duties
- Ensure effective development, implementation and maintenance of systems or projects as required.
 - Develop procedural manuals.
 - Ensure familiarisation with procedures, systems, standard forms and letters.
 - Ensure checklists, letters, forms and systems are being used correctly.
 - Upgrade and implement the processes of rental management software as applicable to the office.

TECHNOLOGY

General

- Utilise the use of emails for providing information to Lessors, Tenants, tradespeople, etc, where possible.
- Utilise the R P Data information to its full potential.
- Assist in the monitoring of statistical data to determine trends, strengths, weaknesses and areas of improvement (eg. monthly and year-end reports, referrals from past clients, market share, vacancy rates, days on market, arrears rates, etc).
- Check and respond to all phone and email messages by close of each

PROPERTY MANAGER JOB DESCRIPTION cont'd

business day or if messages come in towards close of business day then messages are to be responded by mid morning of the following day.

CLIENT/CUSTOMER SERVICE MANAGEMENT

General	<ul style="list-style-type: none">• Maintain a high level of service for all clients/customers.• Assist in the implementation of the 'Money Back Guarantee' within the Property Management division without causing cost to the Employer.• Make 10 Good News phone calls to owners each month
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CLIENT SERVICE

General	<ul style="list-style-type: none">• Take, or respond promptly to, all phone calls from clients and respond to their concerns in a timely manner.• Advise clients of activity relating to their investment property and ways of improving rental returns eg new paint and carpet and reassess rental potential accordingly.• Do all things instructed by the client provided that it is legal and within our Appointment to Act.
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CUSTOMER SERVICE TO CURRENT TENANTS

General	<ul style="list-style-type: none">• Offer services including pest control, lawns (if applicable), and cleaning of carpets and property prior to leaving the premises.• Attend to complaints and unhappy tenants in a prompt and courteous manner.• Take, or respond promptly to, all phone calls from tenants and respond to their concerns.• Communicate with outgoing tenants about the exit inspection and bond refund promptly.• Maintain control over late payment of rent in accordance with office procedures always ensuring that legal requirements concerning notices are served in accordance with the Residential Tenancies Act and only exceptions are when instructed by Client in writing.
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COMMUNICATION

General	<ul style="list-style-type: none">• Monthly meetings with the Business Owner / Manager.• Discuss current issues such as vacating tenants, maintenance outstanding, rent arrears status, lease renewal % periodic and fixed term, complaints received and status and actions to be taken in the upcoming week.• Follow up and complete actioned items.• Communicate regularly with the sales department and the Business Development Manager.• Enter details to Diary of all communications and activities
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REPORTS

General	<ul style="list-style-type: none">• Numbers of properties inspected for the month and outstanding• Number of vacating tenants – vacate inspections due• Number of new managements – ingoing inspections due• Outstanding maintenance for the month• Quotes outstanding• Lease renewals % fixed term / periodic• Lease renewals % rental increases• Average days on market• Rent arrears % to 7 days % 8 to 17 days and % 18 days and over
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ACCOUNTABILITY

General	<ul style="list-style-type: none">• Attend weekly meetings and one on ones with Business Owner /
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PROPERTY MANAGER JOB DESCRIPTION cont'd

	<p>Manager as arranged</p> <ul style="list-style-type: none"> • Participate in ongoing performance reviews. • Be involved in the setting of targets and timelines individually and as part of a team. • Seek and analyse monthly division statistics and provide to management
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TRAINING

General	<ul style="list-style-type: none"> • Participate in ongoing training as required. • Train others, as required.
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KEY PERFORMANCE INDICATORS

General	<ul style="list-style-type: none"> • Office Policies, procedures and systems are followed • The Acts are followed, including Residential Tenancies, Privacy, Motor Dealers and Property Agents, Anti-Discrimination and any other future or relevant Acts • Minimum vacancy factor and rent arrears • Established customer service standards maintained • Monthly targets met • Weekly reports • Service Standards are followed • Client / Customer complaints and testimonials received
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MEASUREMENT

General	<ul style="list-style-type: none"> • Monthly and Weekly division reports • Rent arrears reports and graphs • Customer service surveys • Report from Business Owner / Manager • Report from self-performance evaluations
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TEAM PLACEMENT

General	<ul style="list-style-type: none"> • Proactive support of other team members and the goals of the Division and office. • Prompt referrals or opportunities for new business, if given, to the appropriate division contact. • Proactive initiative with ideas for improving systems and division in general are welcome and encouraged in consultation with Management Team. • Proactive in providing '6 star' customer service, with customers
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PERSONAL ATTRIBUTES

Qualities	<ul style="list-style-type: none"> • Highly organised • Able to demonstrate initiative and be proactive • Excellent attention to detail • Exceptional people skills & Customer service focus • Excellent dispute resolution skills • Knowledge of building maintenance basics • Word processing and email skills • Adhere to systems • Strong skills in written and verbal communication skills • Sense of urgency • Prepared to go the extra mile
Skills, knowledge & Experience	<ul style="list-style-type: none"> • Experience in Residential Property Management • Reasonable typing speed • Accuracy in typing • Residential Tenancies Act • Anti-discrimination Act • Property Agents and Motor Dealers Act

PROPERTY MANAGER JOB DESCRIPTION cont'd

- Privacy Act

REVIEW AND APPRAISAL

General	<ul style="list-style-type: none"> • Formal appraisal – every six months with Key Performance Indicators, job description and reports. • Informal appraisals from time to time which assists with development, performance and feedback.
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TASKS

Internet	<ul style="list-style-type: none"> • To take effective photos of a property and put on file • To write an effective marketing copy for advert without errors • To add property to internet listing correctly. • Add to sign list
Leasing	<ul style="list-style-type: none"> • To make weekly appointments with current tenants and put into diary • To handle enquiry from prospective tenants and qualify before making a viewing time • To perform leasing on properties where necessary ensuring minimum vacancy to portfolio • Provide feedback to owners after each inspection
Applications	<ul style="list-style-type: none"> • Process application forms within 24 hours • Update tenants and owners at all times regarding the progress status of application • Update Application Tracker with progress stages • One weeks rent to be received within 24 hours of approval
New Tenancy	<ul style="list-style-type: none"> • New tenancy to be signed as quickly as possible after approval • To obtain approval from owner for new tenancy • To maintain communication with new tenant after approving • Ensure that all special terms and conditions for tenancy are listed on lease and explained to tenants • Sign up new tenant with checklist • Email lease documents to owner • Perform Entry condition Report and have returned from tenant within 3 days. Efile and email to owner • Efile all tenancy documents including application forms correctly • Lodge bond form within the appropriate time requirement
Maintenance	<ul style="list-style-type: none"> • To attend to all urgent maintenance within 4 hours of receipt • To attend to all non urgent maintenance within 48 hours of receiving • Tenants to put all non maintenance in writing only • Notify owners of all maintenance • Print outstanding maintenance report monthly
Routines	<ul style="list-style-type: none"> • To perform a routine inspection at 3 months after the tenant has began their lease • To perform routine inspections 6 monthly after this or as per PAMD instructions • To email routine reporting to owner with photos, and maintenance instructions • To advise of future maintenance/refurbishments with routine reporting • To complete off correctly in Console ensuring a 6 monthly recurrence occurs. • To complete the correct number of routines each month so as not to fall behind • Notify owner of impending routine with invitation
Lease Renewal	<ul style="list-style-type: none"> • To do comparative rental appraisal on each property ten weeks prior to lease renewal and enter new rent details into console. Ensure that a rent increase is applied where applicable • On the 15th of each month notify owners of impending lease expiries and take instructions and record in console • On the 1st of each month send Lease renewal offer to tenants

PROPERTY MANAGER JOB DESCRIPTION cont'd

	<ul style="list-style-type: none"> • Enter lease renewals into Console when received, efile and email to owners • All lease renewals due in before expiry. A Zero approach to periodic leases will be tolerated. • Print out periodic leases every two months • Handle break leases effectively • Handle change of shared tenancies effectively • Send out work order for smoke alarm service if applicable
Arrears	<ul style="list-style-type: none"> • Rent arrears to be below 1% and monitored daily.
Water	<ul style="list-style-type: none"> • Issue water invoice to tenant if property water compliant • Ensure that payment is collected on water after the 30 days allowed period of payment
Vacates	<ul style="list-style-type: none"> • To advise owner within 24 hours of receipt of vacating notice from tenant • Perform Exit Inspection Report within 24 hours of tenant vacating • Finalise any outstanding maintenance/cleaning issues with outgoing tenant within 48 hours of doing vacate. • Lodge bond refund within 3 days of final inspection • Notify owner of final inspection and any issues that need attending to
Trust Accounting	<ul style="list-style-type: none"> • To be able to perform morning receipting and reconciliation • To be able to do daily banking • To understand how to read and interpret a tenant and owner ledger • To be able to communicate a ledger to a tenant and owner • To pay accounts of behalf of an owner correctly efilng account and attaching to an owners statement • To perform a journal payment efficiently • To be able to reverse an incorrect receipt • To be able to enter a refund for overpaid rent correctly • To perform end of month successfully