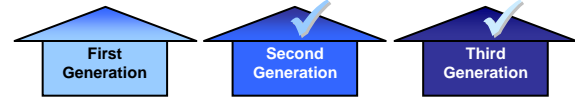


**Job Title**

Housing Supervisor  
 Caretaker  
 Building Supervisor

Profile 06

**Reporting Line**

CEO • Property Manager

**Role Purpose**

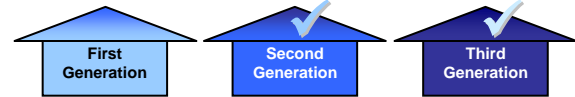
To oversee the management of the building including management of relationships with tenants, rental collection, leasing of units, management of service providers and maintenance of the building.

**Role Deliverables**

Key Performance Areas	Activities	Key Performance Indicators
<b>Building Management</b>	<ul style="list-style-type: none"> <li>• Manage the vacancies levels in the buildings through:               <ul style="list-style-type: none"> <li>– Assisting prospective tenants</li> <li>– Facilitating viewing of vacant units</li> <li>– Sourcing new tenants</li> </ul> </li> <li>• Manage the rental collection process through:               <ul style="list-style-type: none"> <li>– Distributing rental statements</li> <li>– Reviewing the arrears report</li> <li>– Following up on tenants that are in arrears</li> <li>– Distributing arrears letters</li> <li>– Implementing credit control procedures</li> </ul> </li> <li>• Manage the condition of the building through:               <ul style="list-style-type: none"> <li>– Inspecting the building and grounds and identifying key areas of concern</li> <li>– Review any security or maintenance incidents</li> <li>– Review cleanliness of the buildings</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Targeted vacancy levels achieved</li> <li>• Targeted arrears levels not exceeded</li> <li>• Credit control procedures implemented</li> <li>• Building appropriately maintained</li> <li>• Security and maintenance incidents addressed</li> <li>• Building cleanliness standards maintained</li> </ul>
<b>Service Provider Management</b>	<ul style="list-style-type: none"> <li>• Review the performance of the relevant service providers including:               <ul style="list-style-type: none"> <li>– Cleaners</li> <li>– Security</li> <li>– Garden services</li> <li>– Refuse removal</li> </ul> </li> <li>• Meet with service providers and provide feedback on performance</li> </ul>	<ul style="list-style-type: none"> <li>• Service provider meetings held</li> <li>• Service providers meet service standards as agreed</li> </ul>
<b>Maintenance</b>	<ul style="list-style-type: none"> <li>• Review overall maintenance of building</li> <li>• Address maintenance requirements as identified by tenants</li> <li>• Attend to minor maintenance</li> <li>• Appoint service providers for major maintenance work</li> </ul>	<ul style="list-style-type: none"> <li>• Minor maintenance undertaken</li> <li>• Maintenance undertaken by service providers assessed and approved</li> <li>• Maintenance expenditure within budgeted parameters</li> </ul>

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**Profile 06**

	<ul style="list-style-type: none"> <li>Oversee the performance of maintenance service providers</li> <li>Manage maintenance expenditure in line with approved budget</li> </ul>	
<b>Tenant take on and exit</b>	<ul style="list-style-type: none"> <li>Welcome and induct new tenants</li> <li>Discuss house rules with new tenants</li> <li>Complete a take on snag list with new tenants and exiting tenants</li> <li>Complete tenant exit process with exiting tenants</li> </ul>	<ul style="list-style-type: none"> <li>All tenants are aware of house rules</li> <li>Snag lists completed at tenant take on and tenant exit</li> </ul>
<b>Social Climate Management</b>	<ul style="list-style-type: none"> <li>Review the social climate in the building</li> <li>Address any minor social issues in the building</li> <li>Report any major social issues to the Property Manager</li> <li>Encourage participation from tenants</li> </ul>	<ul style="list-style-type: none"> <li>Social climate in the building managed</li> <li>All social issues effectively addressed</li> <li>Good relationships with tenants developed</li> </ul>

**Role Requirements****Qualifications and Experience**

- A minimum of a Grade 12 is required
- At least 2 years building management is required
- Experience in maintenance is required

**Key Influencers****Internal**

- Property Manager
- Financial Manager, Senior Bookkeeper, Accountant, Bookkeeper
- Leasing administrators, Leasing Officers, Rental Administrators
- Debtor Administration, Credit Controller, Debtors Clerk

**External**

- Tenants
- Service providers
- Maintenance service providers

**Competencies****Generic Skills**

- Communication Skills (Basic)
- Facilitation Skills (Basic)
- Conflict Management (Basic)
- Customer Service (Basic)
- Relationship Management (Basic)
- Teamwork (Basic)

**Technical Knowledge and Skills**

- Asset Management
- Conducting surveys (e.g. post occupancy or market surveys)
- Default Management (Basic)
- Eviction Management (Basic)
- Lease agreement management (Basic)
- Maintenance Planning
- Safety and Security Standards (Basic)

**Job Title**

**Housing Supervisor  
Caretaker  
Building Supervisor**

**Profile 06****Management and Leadership Skills**

- Project Management (Basic)
- Planning and Organising (Basic)
- Problem Solving (Basic)
- Gathering and Analysing Information (Basic)
- Networking (Basic)

**Attributes**

- Emotional Control
- Persuasion
- Assertiveness
- Interpersonal Skills
- Adaptability and Flexibility
- Attention to detail
- Situational Sensitivity