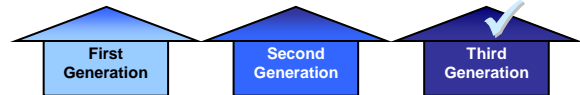


Job Title

Profile 12

Leasing Administrator
Leasing Officer

**Reporting Line**

Client Service Manager

Role Purpose

To ensure that the rental management processes of the organization are effectively undertaken to ensure optimal rental income.

Role Deliverables

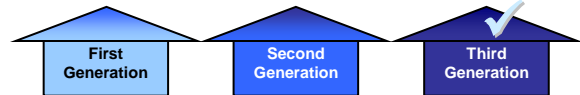
Key Performance Areas	Activities	Key Performance Indicators
Leasing of units	<ul style="list-style-type: none"> Market unit to optimize rental income Guide prospective tenants through the leasing requirements Review leasing applications Assess applications in terms of affordability and other identified requirements Process qualifying tenants' leases Inform tenants of the conditions of the lease Ensure leases are signed Input leasing data onto relevant property management system File leases digitally and physically 	<ul style="list-style-type: none"> Optimal rental income achieved Occupancy levels achieved Leases are in place and meet the legal requirements Qualifying tenants are aware of the requirements of the lease Tenant data updated on the property management system Leases are filed to facilitate easy access
Tenant termination	<ul style="list-style-type: none"> Receive tenant notices of vacating premises Process the termination of the tenant Process the necessary deposit refund Terminate evicted tenants 	<ul style="list-style-type: none"> Exiting and evicted tenants removed from the system Deposit refunds paid to exiting tenants
Credit Control	<ul style="list-style-type: none"> Ensure arrears are followed up on daily Ensuring credit control measures are executed Assist with legal process and ensuring tenants are informed Meet with tenants when necessary Manage past tenant arrears collection 	<ul style="list-style-type: none"> Arrears kept below 3%
Administration	<ul style="list-style-type: none"> Report on arrears tenants Report on exits and vacancies Assist with statement processing Assist with legal documentation Assist tenants with account queries and escalate to relevant department 	<ul style="list-style-type: none"> General Administration and Reporting up to date and accurate Tenants are assisted efficiently

Role Requirements

Job Title

**Leasing Administrator
Leasing Officer**

Profile 12



Qualifications and Experience

- A minimum of a Grade 12 is required
- At least 2 years administrative and customer service experience is required
- Experience in leasing or credit control is advantageous
- Computer literacy is essential

Key Influencers

Internal

- Client Services Manager
- House Managers
- Financial Manager
- Debtor Administration

External

- Tenants
- Service providers
- Attorneys
- Banks and Financial Institutions
- Property management system service providers

Competencies

Generic Skills

- Communication Skills
- Customer Service Skills
- Relationship Management
- Teamwork

Management and Leadership Skills

- Problem Solving (Basic)
- Gathering and Analysing Information (Basic)

Technical Knowledge and Skills

- Eviction Management (Basic)
- Housing Sector Legislation
- Lease Agreement Management (Basic)

Attributes

- Persuasion
- Assertiveness
- Interpersonal skills
- Attention to Detail
- Situational sensitivity
- Initiative