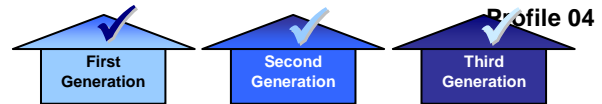


**Job Title**

Client Services Administrator

**Reporting Line**

COO • Client Services Manager

**Role Purpose**

To ensure the effective administrative functioning of the business through undertaking day to day administrative functions and providing appropriate support to the Client Services Department

**Role Deliverables**

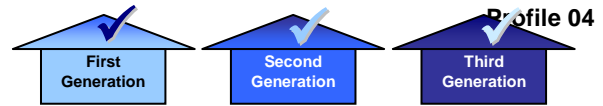
Key Performance Areas	Activities	Key Performance Indicators
<b>Property Management and Administration</b>	<ul style="list-style-type: none"> <li>• Ensure the implementation of correct leasing and tenant selection procedures and standards</li> <li>• Make available all documentation related to application process such as updated application forms, lease documents, tenant course forms, house rules and project fact sheet.</li> <li>• Check grey files and submit to senior management</li> <li>• Ensure 100% compliance of Intake policies and Procedures</li> <li>• Manage vacancies/waiting list</li> <li>• Submit vacancy and exit report</li> <li>• Ensure intake is done timely and correctly</li> <li>• Oversee arrears management</li> <li>• Request legal letters and eviction orders, pending on decisions made</li> <li>• Ensure legal processes are followed correctly</li> <li>• Check and approve exits for refund, submit cheque requisitions</li> <li>• Follow up on tenants that have vacated without paying their arrears.</li> <li>• Blacklisting of tenants accounts left in arrears and not prepared to make a payment arrangement</li> </ul>	<ul style="list-style-type: none"> <li>• Leasing Policies and Procedures well followed</li> <li>• All documentation made available for the facilitation of a smooth application process</li> <li>• Check all documentation that is not clear / unsure of to determine approved or declined according to regulation</li> <li>• Check all files before leases are signed to ensure 100% compliance</li> <li>• Ensure files are kept on standby to fill vacant units</li> <li>• Compile and submit vacancy and exit report</li> <li>• Follow up on arrears management to ensure arrears stay below 3%</li> <li>• Request legal letters and eviction orders as required by legal process, keep cost to minimum</li> <li>• Finalise exit documentation and calculate deposit refund. Submit to finance for payment within 14 days of exit</li> <li>• Well managed bad debts</li> </ul>
<b>General office administration</b>	<ul style="list-style-type: none"> <li>• Schedule necessary meetings.</li> <li>• Prepare meeting venues including ensuring that appropriate equipment is available</li> <li>• Ensure that all documentation is kept in a safe and secure environment</li> <li>• Ensure that all relevant correspondence has been sent off</li> </ul>	<ul style="list-style-type: none"> <li>• Meetings are scheduled and meeting venues prepared</li> <li>• Area is well maintained.</li> <li>• Documentation is easily accessible</li> <li>• Information is up to date.</li> <li>• Petty cash is reconciled and balanced</li> </ul>

**Job Title**

**Client Services Administrator**



	<ul style="list-style-type: none"> <li>• Ensure that all filing is done and up to date</li> <li>• Maintain all relevant information on database</li> <li>• Develop and maintain a contacts database</li> </ul>	
<p><b>Office equipment maintenance</b></p>	<ul style="list-style-type: none"> <li>• Oversee use of office equipment</li> <li>• Manage maintenance of office equipment</li> <li>• Ensure that necessary spares for the office equipment is always readily available</li> </ul>	<ul style="list-style-type: none"> <li>• All office equipment maintained and fully functional</li> <li>• Necessary spares for office equipment always available</li> </ul>
<p><b>Rent Roll Administration</b></p>	<ul style="list-style-type: none"> <li>• Ensure statement information up to date and correct</li> <li>• Upload batches for additional charges</li> <li>• Run pre-billing and edit to send to HM's for checking</li> <li>• Check with HM's to ensure pre-billing check is signed off</li> <li>• Print/Email, process and distribute statements before the 25<sup>th</sup></li> <li>• Ensure all letters/newsletters are attached correctly</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure all information on statements are correct, and update if changed</li> <li>• Ensure all additional charges are correctly recorded in batches and uploaded to MDA</li> <li>• Run pre-billing check and edit, send to HM's to check and approve</li> <li>• Ensure the pre-billing check is done thoroughly and signed off for printing</li> <li>• Print / Email statements, arrange to have them folded and processed to be ready for distribution before the 25<sup>th</sup> of every month</li> </ul>
<p><b>Basic financial management</b></p>	<ul style="list-style-type: none"> <li>• Process receipts on MDA as received from tenants</li> </ul>	<ul style="list-style-type: none"> <li>• Receipting of easypay, debit orders and bank statements daily completed for relevant projects</li> </ul>
<p><b>Client Services</b></p>	<ul style="list-style-type: none"> <li>• Deal with all tenant related complaints/queries</li> <li>• Investigate complaints</li> <li>• Ensure customer service standards are maintained</li> <li>• Ensure sufficient tenant communication</li> <li>• Newsletter compile and distribute</li> </ul>	<ul style="list-style-type: none"> <li>• Accept emails, phone calls, ad hoc visits, scheduled meetings to deal with all tenant related complaints and queries of all kinds.</li> <li>• Investigate complaints and resolve</li> <li>• Maintain a high level of customer service</li> <li>• Send bulk sms's / letters with statements when required to ensure tenants are informed</li> <li>• Ensure newsletter is compiled and distributed every quarter</li> </ul>
<p><b>HR</b></p>	<ul style="list-style-type: none"> <li>• Submit HR documentation</li> <li>• Ensure staff files are up to date</li> </ul>	<ul style="list-style-type: none"> <li>• Submit HR documentation to HR department including personnel information, contracts, leave forms, AF policy documents, IR documents etc.</li> <li>• Ensure all new staff documents have been submitted to HR and</li> </ul>

**Job Title****Client Services Administrator**

staff files are up to date

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

- A minimum of a Grade 12 qualification is necessary
- Minimum 2 year office administration or secretarial experience is preferable
- Drivers license

**Key Influencers****Internal**

- Management
- All members of staff
- Board Members

**External**

- Business associates
- Government and Political organizations
- Provincial and National Government Departments
- Local Municipalities
- Banks and Lending Institutions
- Social Housing Membership Organizations

**Competencies****Generic Skills**

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

**Management and Leadership Skills**

- Gathering and analysing information

**Attributes**

- Interpersonal Skills
- Attention to detail