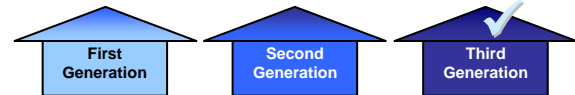


**Job Title**

Leasing Administrator  
Leasing Officer

Profile 12

**Reporting Line**

Property Manager

**Role Purpose**

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

**Role Deliverables**

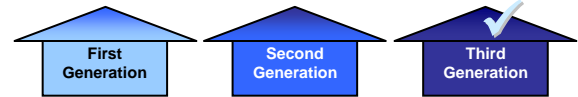
Key Performance Areas	Activities	Key Performance Indicators
<b>Leasing of units</b>	<ul style="list-style-type: none"> <li>Market unit to optimize rental income</li> <li>Guide prospective tenants through the leasing requirements</li> <li>Review leasing applications</li> <li>Assess applications in terms of affordability and other identified requirements</li> <li>Process qualifying tenants' leases</li> <li>Inform tenants of the conditions of the lease</li> <li>Ensure leases are signed</li> <li>Input leasing data onto relevant property management system</li> <li>File leases</li> </ul>	<ul style="list-style-type: none"> <li>Optimal rental income achieved</li> <li>Occupancy levels achieved</li> <li>Leases are in place and meet the legal requirements</li> <li>Qualifying tenants are aware of the requirements of the lease</li> <li>Tenant data updated on the property management system</li> <li>Leases are filed to facilitate easy access</li> </ul>
<b>Tenant termination</b>	<ul style="list-style-type: none"> <li>Receive tenant notices of vacating premises</li> <li>Process the termination of the tenant</li> <li>Process the necessary deposit refund</li> <li>Terminate evicted tenants</li> </ul>	<ul style="list-style-type: none"> <li>Exiting and evicted tenants removed from the system</li> <li>Deposit refunds paid to exiting tenants</li> </ul>
<b>Credit Control</b>	<ul style="list-style-type: none"> <li>Ensuring arrears are followed up on</li> <li>Ensuring credit control measures are executed</li> </ul>	<ul style="list-style-type: none"> <li>Arrears kept below 3%</li> </ul>

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

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

**Job Title**

**Leasing Administrator  
Leasing Officer**

**Profile 12****Key Influencers****Internal**

- Property Manager, Client Services Manager
- Caretakers, Building Supervisors, Housing Supervisors
- Financial Manager, Senior Bookkeeper, Accountant, Bookkeeper
- Debtor Administration, Credit Controller, Debtors Clerk

**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