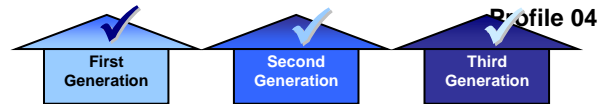


Job Title**Residential Property Portfolio Manager****Reporting Line**

COO • CEO

Role Purpose

To ensure the effective client management and administrative functioning of the business

Role Deliverables

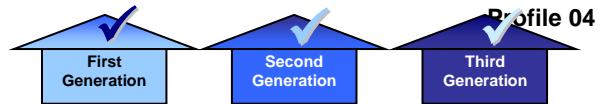
| Key Performance Areas | Activities | Key Performance Indicators |
|---|--|---|
| Property Management and Administration | <ul style="list-style-type: none"> • Ensure the implementation of correct leasing and tenant selection procedures and standards • Make available all documentation related to application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

Job Title**Residential Property Portfolio Manager**

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

Job Title

Residential Property Portfolio Manager



Role Requirements

Qualifications and Experience

- A minimum of a qualification is necessary
- Minimum 2 year office administration experience is preferable
- Drivers license
- Registered property practitioner with the PPRA would be advantageous

Key Influencers

Internal

- Management
- All members of staff
- Board Members

External

- Business associates
- Building Owners
- Suppliers and Service Providers

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