

<b>Position</b>	Property Manager
<b>Reports to</b>	Head of Property Management
<b>Purpose</b>	To support the Property Management Department in maintaining existing managements and generating additional managements through actively participating in the provision and promotion of the full suite of rental and property management services to owners and tenants, and ensuring these are offered in a manner that meets or exceeds clients expectation while supporting the company's objectives and goals.

---

## Functional relationships

### Internal

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>- Head of Property Management</li> <li>- Branch Manager</li> <li>- Property Management team</li> <li>- Sales team</li> </ul> | <ul style="list-style-type: none"> <li>- In-house Adviser Property Management</li> <li>- General Manager Property Management</li> <li>- Property Management Trainer</li> <li>- Support Centre team</li> </ul> |
|---|---|

### External

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>- Members of the public</li> </ul> | <ul style="list-style-type: none"> <li>- Tenancy Tribunal</li> </ul> |
|---|--|

## Key tasks and expected results

### Portfolio Management

**1 The Property Manager is responsible for complete property management of a set number of owners which shall include.**

Expected results

- Assist the Head of Property Management in conducting rent appraisals for landlords to provide accurate market information using the standard company appraisal letter.
- Provide written or oral communication (or both) to owners encompassing accurate and timely information on vacating tenancies and repairs or maintenance requirements or new tenancies.
- Complete Property Management Authorities in an accurate and timely manner with an emphasis on retaining such contract.
- Execute bond lodgements.
- Provides new tenants with an induction pack to clarify office contacts and expectations.
- Assist tenants with enquiries and where necessary, initiate repairs and maintenance and approve accounts for payment in accordance with payment terms and procedural requirements.
- Completes entry and exit property inspections between tenants for the purpose of accurately documenting property condition and communicating this to tenants and owners.
- Completes routine property inspections for the purposes of determining proper tenant care of the property and recommending improvements of property to owner.
- Manage properties in the most efficient and profitable manner possible given existing market conditions consistent with the goals and objectives of the company and property owners.
- Maximise rental income for owners while minimising their expenses through effective planning and control.
- In accordance with established practice and procedures, lodge applications and attend Tribunal and mediation hearings.

- Receipt and monitor rent payments in accordance with the terms of the tenancy agreement and the policy and procedures adopted by Barfoot & Thompson.
- Maintain data integrity in the property management systems of tenancies, properties and owners, changes and communications.
- Process all documentation for vacating tenants including return of keys and finalising of bond.
- Ensure that final water meter readings are undertaken as soon as possible after a tenant vacates.
- Process and/or approve all work orders and invoicing relating to the properties in your portfolio.
- Market vacant properties through appropriate channels in a cost effective manner.
- Ensure all classified advertising is lodged accurately and within the required deadline.
- Respond to prospective tenant inquiries in a courteous and helpful manner.
- Photograph new listings to ensure the property is displayed to its best advantage.
- Enter and maintain advertisements in the property management systems, the web and through approved marketing channels.

## **2 The Property Manager shall assist in the increase of revenue and profitability.**

Expected results

- Maintain or increase existing numbers of allocated Property Management's each month.
- Manage properties in the most efficient and profitable manner possible given existing market conditions consistent with the goals and objectives of the company and property owners.
- Maximise rental income while minimising expenses through effective planning and control.
- Effectively monitor the receipt of rental payments with an emphasis on ensuring any rent arrears do not exceed one day.

## **Administration**

**The Property Manager is responsible for:**

Expected results

- Ensuring the provision of helpful and friendly relationships with clients and visitors to the company at all times.
- Ensuring that the telephone is answered promptly, and in a clear and courteous manner.
- Report to the Head of Property Management on property managements Lost, gained or pending for the month and provide reasons for losses e.g. property sold, owner or family member returned to property, etc.
- Follow up all rent arrears within your portfolio as per company guidelines and report progress to the Head of Property Management.
- Report on any MARC feedbacks from our customer survey and outcomes.
- Attend all required training and complete elevate training to relevant levels required for position held.

## **Other duties**

**The Property Manager shall:**

- Make recommendations for improving processes and procedures to increase efficiency in the work-flow.
- Perform any other additional and reasonable duties as required by the company from time to time.

## **Environment/Conditions**

- A requirement to work evenings and weekends as necessary for the role.