

JOB DESCRIPTION

Position Title:	Property Manager
Reports To:	General Manager or Principal
Hours of Work:	Normal 38 hour week. Some out of hours and Saturday work may be required

POSITION SUMMARY & PRIMARY OBJECTIVE

Dougmal Real Estate aims to provide competitive services in the real estate market, selling and managing residential and commercial property. The organisation strives for local market leadership and is continually seeking to enhance its reputation among both the public and members of the industry for honesty, integrity and competence as real estate practitioners. The overall mission of Dougmal Real Estate is to ensure the provision of high quality services that exceed customer expectations.

As the Property Manager the responsibilities are extensive and varied, however, you will primarily be accountable for the overall management of residential / industrial / commercial properties on behalf of and to the satisfaction of, the owner and the tenant. The principal challenge in the position is to increase the number of properties managed by the Dougmal Real Estate office and to devise innovative strategies to obtain an increase in net management revenue.

Responsible for managing a team, the individual will be expected to demonstrate commitment and loyalty and perform all duties in accordance with the organisation's office routines and procedures, keeping in mind the overall business objectives.

QUALIFICATIONS / EXPERIENCE / KNOWLEDGE

Knowledge & Experience Required

Essential

- Possession of a Real Estate Licence or Certificate of Registration
- Current Drivers License
- Proven mediation experience in resolving Tenancy Tribunal matters
- Have own car
- Knowledge of computerised trust accounting package
- Be proficient in the use of <insert relevant computer software programs>
- Strong administration skills – organised, thorough, systems orientated with meticulous attention to detail
- Proven ability to handle a portfolio of properties and manage a small team of staff
- Excellent verbal and written communication skills and an ability to communicate at all levels
- A proven ability to build strong client relationships and maintain an excellent customer focus

Desirable

- Experience in the local property market
- An understanding of both local and national real estate markets
- Knowledge of effective marketing strategies relevant to the industry
- Relevant formal training

On-Going Professional Development

- There is an ongoing responsibility that as a license or certificate holder 12 CPD points must be accumulated every year
- CPD training must be undertaken in at least two learning categories. For most people this will mean undertaking workshops with and without assessment
- Each year, the Office of Fair Trading sets out compulsory topics you must study
- The requirements for your CPD points may vary according to when your certificate or license was issued
- It is your responsibility to understand your individual obligations under the PS&BA Act 2002. For specific information visit the Office of Fair Trading (OFT) website at www.fairtrading.nsw.gov.au or contact OFT on Ph (02) 9619 8733

ROLES AND RESPONSIBILITIES

- Coordinate the property management team to ensure that high quality services are consistently provided to owners and tenants in the management of properties
- Be responsible for arranging the prompt preparation and distribution of monthly or bi-monthly owner statements and accompanying payments
- Coordinate incoming and outgoing inspections in accordance with both company and statutory requirements
- Prepare all necessary documentation relating to the leasing of properties, including management tenancy agreements, inspection reports (both outgoing and incoming), and the preparation and lodgement of bond documents
- Accumulate 12 CPD points each year to ensure the reissue of either Real Estate License or Certificate of Registration
- Coordinate the interviewing and placement of prospective tenants, together with the completion of all associated documentation
- Conduct regular market appraisals for the purpose of advising the owner of market movements and making recommendations for rental increases and so prospective clients can be provided with reliable and accurate management submissions
- Make efforts to limit the number of rental arrears and tenancy tribunal appearances
- Prepare and deliver necessary submissions to the Tenancy Tribunal on behalf of property owners
- Ensure properties are maintained in accordance with the owner's instructions. Therefore liaise regularly with both owners and tenants to ensure repairs are carried out expeditiously, economically and to an acceptable standard
- At times the Property Manager will be required to conduct team meetings

- Manage and control advertising budgets and ensure advertising expenditure is maintained within allocated budgets
- Achieve growth in property management revenue
- Ensure the property management team complies with ethical standards and industry codes of conduct
- Ensure you keep abreast of market development and indicators
- Manage and maintain rent roll of properties
- Maintain all the Statutory Required Records, including Trust Accounts
- Regular updating to tenants and landlords in association with property issues
- Arrange advertising with major newsprint publications and internet
- Handling maintenance issues including obtaining quotes and confirming job with tradesperson, checking and entering invoices
- Extensive dealings with Strata Managers regarding property repairs and maintenance
- Assist with tenant selection
- Provide property information and assistance to tenants as requested
- Manage and maintain rent roll successfully implementing an arrears minimisation process
- Account management of tenant and landlord activities including direct debits, Internet transfers and statement generation
- Develop new business to build the property portfolio
- End of month procedure for the rental trust account
- Work towards property management targets
- Liaise with Overseas and Domestic Clients, Developers, Purchaser's, Sales People, Solicitor's, Mortgage Originator's and Broker's
- Encourage the development of a highly competent and well trained team by identifying training and development needs
- Ensure motor vehicle is maintained both mechanically and aesthetically at all times including current insurance
- Ensure punctual attendance for all internal and external business commitments
- Maintain a well groomed and business like appearance

CORE COMPETENCIES

The following Core competencies are the skills, knowledge and behaviours expected of an employee at Dougmal Real Estate. These competencies may need to be adjusted depending on the company's overall mission and values.

Communication Skills

Communicates clearly and professionally in written and oral forms to both internal and external clients.

Initiative and Confidence

Generates and acts on new ideas that add value to the business. Looks at different ways to solve problems and address difficulties.

Achievement Drive

Sets goals and strives to achieve them with enthusiasm and determination.

Business Acumen

Has a good understanding of the business environment and the impact their behaviour has on the reputation of the company.

Respect

Treats colleagues and customers in a manner which demonstrates integrity, honesty and fairness

ROLE SPECIFIC COMPETENCIES

The following Role Specific Competencies are the skills, knowledge and behaviours that lead to a staff member being successful in their role.

Client Focus

Demonstrates a desire to address customer needs and does so in a professional manner.

Commercially Focused

Has a good understanding of the business environment and the impact their behaviour has on the reputation and financial performance of the company. Possesses and employs knowledge of systems, situations, pressures, and cultures inside and outside of the organisation to identify potential organisational, market, and other problems and opportunities

Empowerment / Delegation

Allocates decision-making authority and/or task responsibility to appropriate others to maximise the organisation and individual's effectiveness.

Team Building

Develops teams in working together in order to achieve business goals.

Time Management

Demonstrates effective organisational abilities by delivering work according to deadlines and Monitors the general adherence of their staff.

WORKING RELATIONSHIPS

Team	Purpose
Property Officer/ Administration	To ensure that the Property Officer and Administration team have a clear understanding of the tasks delegated to them and that they provide the necessary support where required
Internal Staff	To maintain a team orientation working towards common group goals
Customers	To deliver a high quality service to customers that exceeds expectations
General Manager or Principal	To always work towards achieving the higher-level business objectives through the provision of effective property listing and selling procedures