

## JOB DESCRIPTION

<b>Position Title:</b>	Property Officer
<b>Team:</b>	Property Management
<b>Reports To:</b>	Property Manager and/or Principal
<b>Hours of Work:</b>	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 individual in the property officer role is responsible for assisting the Property Manager with the management and maintenance of residential and commercial properties to the satisfaction of the owner and the tenant. Given that our overall mission is to ensure the provision of a high quality service that exceeds customer expectations, in this position you must maintain an exceptional customer focus towards both owners and tenants.

Working in a team environment, the individual will be expected to demonstrate commitment, loyalty and an ability to work as an enthusiastic team member 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
- A current drivers license
- Have own car
- Excellent verbal and written communication skills
- A proven ability to build strong client relationships
- Competent in the use of Property Management software

#### **Desirable**

- Experience in the real estate industry
- Experience in the local property market
- An understanding of both local and national real estate markets

- 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](http://www.fairtrading.nsw.gov.au) or contact OFT on Ph (02) 9619 8733

## **ROLES AND RESPONSIBILITIES**

- Provide an exceptional customer focus towards both prospective and existing owners and tenants
- Provide support to the Property Manager in a range of functions associated with leasing and maintaining properties in accordance with the owner's instructions
- Respond to general enquiries from potential tenants
- Conduct Open for Inspections and show prospective tenants through properties per appointment
- Prepare property condition reports (Ingoing, Outgoing & Periodic)
- Accurately complete all necessary documentation associated with leasing and managing properties, including the preparation and lodgement of Rental Bond Board documents, inspection reports, typing of leases, generation and distribution of monthly owner statements and maintenance of the key register for our properties
- Preparation and confirmation of tenancy lease agreements
- In consultation with the Property Manager, be responsible for arranging maintenance and repairs to properties which are to be carried out expeditiously, economically and to an acceptable standard
- Act as a liaison between tenants, landlords and owners regarding prospective tenants, agreements, repairs and tenancy termination
- Responsible for collection of rent from tenants and issuing of receipts in addition to investigating and arranging for the collection of rental arrears in accordance with our company procedures, which will involve notifying tenants, either by phone or in writing, of the deficiencies in their rental payments and advising them of various legal obligations in this regard
- Demonstrate a commitment to satisfying Continuing Professional Development (CPD) requirements and therefore maintain current registration or licence
- Prepare and update rental list and websites and designing of brochures for properties
- Additionally responsible for designing and arranging for placement of suitable advertising material, including window displays
- Generate weekly / monthly property status reports to management
- At times required to prepare and deliver submissions to the Tenancy Tribunal on behalf of our customers

- Ensure that properties are maintained and presented, in accordance with the owner's instructions
- In obtaining suitable tenants, ensure lawful requirements, as well as company procedures, are followed at all times
- Ensure that any administrative functions as directed by management are completed promptly and in an efficient manner
- 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
- Participate in key result area and key performance indicator review processes to establish areas for improvement
- To maintain a high professional and ethical profile in accordance with industry and company standards

## CORE COMPETENCIES

*The following Core competencies are the skills, knowledge and behaviours expected of an employee at Dougmal Real Estate.*

### **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.

### **Flexible Team Player**

Works effectively within a variety of situations, individuals and groups applying the 'whatever it takes' attitude.

### **Communication**

Demonstrates confidence and maintains professionalism in both verbal and written communication with all levels within and external to the organisation. Clearly conveys information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.

### **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.

### WORKING RELATIONSHIPS

<b>Team</b>	<b>Purpose</b>
Property Manager	To provide support to the Property Manager in a range of functions associated with leasing and maintaining properties
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 work towards achieving the higher-level business objectives through the provision of effective property management