

JOB DESCRIPTION

Position Title: Property Officer / Administration

Team: Administration

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 / Administration role is required to provide a high quality service to both internal and external customers. This position has mixed responsibilities that relate to both general office reception / administration duties and assistance in the management of properties on behalf of owners.

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
- Experience in an administration / office role
- Excellent verbal and written communication skills
- Strong organisational skills
- Attention to detail
- Strong negotiation skills

Desirable

- Experience in the real estate industry
- Experience in the local property market
- 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

Property Officer

- Provide an exceptional customer focus towards both owners and tenants
- You will be expected to be familiar with office listings and property advertising
- Efficient and accurate processing of rental receipts from tenants, in accordance with office procedures
- Accurate completion of 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
- Assist in the maintenance and presentation of rental properties in accordance with the owner's instructions
- Demonstrate a commitment to satisfying Continuing Professional Development (CPD) requirements and therefore maintain current registration or licence

Administration

- As the first point of contact for customers or visitor to the organisation, you will be expected to answer inquiries in an efficient, professional and friendly manner
- Provide internal staff with professional administrative and word-processing support
- Competently use appropriate computer software
- Ensure that telephone calls are attended to within three (3) rings, distribute calls and take accurate, detailed messages
- Ensure that the mail has been collected/delivered and distributed on daily basis
- Excellent communication skills, both verbal and written
- Computer literacy is essential

Other

- 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
- 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 companies 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.

Flexible Team Player

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

Planning and Organisational Skills

Establishes a clear course of action to achieve long or short-term goals in an organised manner.

Technical Knowledge / Skills

Possesses the level of technical skills to preserve and / or enhance the quality of services provided by the organisation

WORKING RELATIONSHIPS

Team	Purpose
Internal Staff	To provide administrative support to Consultants and 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 administrative support and property management