

## POSITION DESCRIPTION

<b>Position title: Property Manager</b>	<b>Location: OCPM - East Terrace</b>
<b>Department: Property Management</b>	<b>Reports to: Property Management Team Leader</b>

### PRIMARY OBJECTIVES

Managing your own portfolio of properties, you will develop and maintain strong tenant and landlord relationships and provide exceptional property management.

### SPECIFIC RESPONSIBILITIES

Build and maintain relationships with landlords and tenants throughout the following areas of Property Management

#### Letting Property

- Hold open inspections as required to lease properties
- Liaise with owners regarding applications received
- Contact approved applicants and advise them on the tenant processes and responsibilities

#### Leasing Property

- Negotiate contract terms and amendments between tenants and landlords
- Oversee the preparation of Leases, Agency Agreements and Bond Documents
- Oversee file creation including ensuring payment is made before keys are collected, ingoing inspection is detailed, manuals are provided & lease

#### Property Inspections

- Conduct ingoing inspections as required
- Conduct routine inspections, and follow ups, as required
- Conduct final inspections as required

#### Arrears

- Arrears management, including phoning landlords and tenants, issuing regulatory forms

#### Lease Renewals

- Provide timely, accurate advice on the market, taking into account the best interest of the landlord
- Oversee the creation and execution of regulatory forms

#### End of Lease

- Complete bond refunds and any associated negotiations required during this process

#### Maintenance and Repairs

- Manage and follow up on repairs and maintenance
- Liaise with contractors and strata corporations

## Miscellaneous

- Attend tribunal hearings when required
- Complete insurance claims on the landlord's behalf
- Be a part of the rostered weekend work and emergency phone
- Other adhoc duties that arise during the management of a portfolio

You will demonstrate skills in the following areas;

- Ability to deliver high end customer service to our clients
- Display a strong ability to deliver conflict resolution
- Have the ability to communicate with a diverse range of individuals
- Have current market knowledge on current market rent prices and other general knowledge in your portfolio suburbs.
- Provide ongoing support and training for the assistant property manager in your team
- Oversee the achievement of KPI's for your team, including the assistant property manager reporting to you.

## QUALIFICATIONS/ ATTRIBUTES/ EXPERIENCE

- A current property management license (essential)
- A current drivers' license and reliable vehicle (essential)
- A solid working knowledge of the Act and recent updates
- Experience in Property Management, managing a portfolio
- Proficient computer skills including Microsoft Office
- Experience working with the Property Me CRM system (desirable)
- Enthusiasm with a thirst for knowledge
- Exceptional communication skills
- Exceptional attention to detail, organisation and time management skills
- Ability to carry out duties autonomously and work effectively in a team environment

## VALUES

The commitment required of this position is in accordance with OC's values:

**Authenticity** – In every minute of every day. Genuine, ethical, trusted, accountable.

**Optimism** – In our attitude. Positive, upbeat and energetic.

**Passion** – About working hard and having fun. We love what we do and we love helping people.

**Precision** – Our operation is innovative and world class. Our process, training and standards ensure exceptional service and results.