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## Position

Business Development Manager

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## Reports to

Department Manager

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## Description

The Business Development Manager's role is to grow the number of quality properties under management for the firm whilst meeting KPIs for market rent, speed of letting and client satisfaction and contributing to a positive workplace environment

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## Responsibilities

- Proactively prospect for new property management listings
  - Develop relationships with relevant parties to contribute to that growth
  - Manage relationships with new clients to ensure retention and satisfaction
  - Ensure that new management listings are leased at market rent in the quickest possible time
  - Develop rental property appraisals
  - Conduct "winning" listing presentations to prospective clients
  - Maintain an accurate and comprehensive database of prospective clients, appraisals, communication and listing presentations
  - Use correct marketing materials in all correspondence
  - Ensure the accuracy of all documentation prior to handover to the relevant Property Manager
  - Follow all relevant Company Policies and attend all relevant meetings and training
  - Identify and implement improvements in procedures where relevant
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## Work Experience Requirements

At least one-year experience in residential property management or suitable experience in a business development or sales role

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## Education Requirements

Certificate of Registration

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## Key Performance Indicators

1. Achievement of required new management listing targets
  2. Achievement of required management and letting fee targets
  3. Achievement of relevant client satisfaction metrics
  4. All new management agency documentation and files are complete and accurate
  5. Accurate and timely reporting of all figures/data and reports, as required
  6. Attend all relevant team meetings
  7. Company policies and procedures are followed in full
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## Performance Review

A formal performance review is conducted semi-annually with a KPI review by the Department Manager using the Job Description and relevant reports.

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## Salary Review

A formal salary review is conducted annually.

Signed \_\_\_\_\_ Employee \_\_\_\_\_ Date

Signed \_\_\_\_\_ Employer \_\_\_\_\_ Date