
Position

Property Management Department Manager

Reports to

General Manager / Managing Director

Description

The Property Management Department Manager's role is to assist develop and to manage the implementation of the Department's Business Plan and achieve the agreed upon Department goals.

Responsibilities

- Manage the Property Management team to achieve their individual and group goals
 - Train and develop the members of the team to achieve their potential
 - Ensure the Company Policies and Procedures are understood and complied with at all times
 - Ensure the technology utilized by the Department is fully understood and utilized
 - Ensure Customer Service standards are maintained
 - Ensure retention, new business and overall revenue targets are met
 - Ensure all budgets are met
 - Recruit new team members
 - Identify and implement improvements in procedures where relevant
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Work Experience Requirements

At least four years' experience in residential property management or suitable experience in a related people and business management role

Education Requirements

Real Estate License of Business qualifications and knowledge of the relevant Acts

Key Performance Indicators

1. Achievement of targets defined by the Department Business Plan
2. Achievement of monthly revenue and budget targets
3. Achievement of relevant client satisfaction metrics
4. Accurate and timely reporting of all figures/data and reports, as required
5. Attend all relevant team meetings
6. Company policies and procedures are followed in full

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.

Salary Review

A formal salary review is conducted annually.

Signed _____ Employee _____ Date

Signed _____ Employer _____ Date