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## Position

Senior Property Manager

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## Reports to

Department Manager

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## Description

The Senior Property Manager's role is to provide professional management services to the owners of the company's rental properties to maximize the growth and retention of the company's rental property portfolio.

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## Responsibilities

- Approve tenancy applications
  - Ensure available rental properties are advertised correctly
  - Maintain regular, superior communication with the existing owners and tenants
  - Conduct periodic inspections of managed properties and action relevant issues
  - Ensure Customer Service standards are maintained
  - Organise repairs and maintenance of managed properties
  - Prepare ingoing and outgoing condition reports of managed properties
  - Manage any arrears for managed properties
  - Identify and implement improvements in procedures where relevant
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## Work Experience Requirements

At least three years' experience in residential property management

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## Education Requirements

Certificate of Registration and knowledge of relevant Acts

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## Key Performance Indicators

1. Achievement of arrears targets
2. Achievement of monthly targets for periodic inspections and outstanding repairs
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

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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