

### Position Title

## Assistant Property Manager

**Department:** Property Management

**Report to:** Assistant Property Management Team Leader

### Primary Objectives

Reporting to the Assistant Property Manager Team Leader, the Assistant Property Manager provides administrative support to the property portfolio through application processing, preparing inspection reports and maintaining effective stakeholder relationships, whilst also providing on-site support through conducting open inspections.

### Role Responsibilities

- Conducting open inspections at the property.
- Processing application forms for potential new tenancies.
- Preparing detailed and precise ingoing inspection reports for tenanted properties
- Handling stakeholder communications via both email and phone relating to available rental properties.
- Complete daily rent arrears
- Complete weekly water arrears
- Preparing end of files for properties reaching the end of a management
- Drafting legal forms relating to tenant breach notices
- Providing additional administrative support at front of house daily
- Provide additional support to Property Managers as required

### Role KPI's

- Ingoing inspection completed at minimum 95% accuracy.
- Successful completion of inspection reports:
  - o All reports emailed to owner and tenant SMS to be sent within 2 hours of finishing open inspection.
  - o All flags in One Dash actioned in line with their individual time frame.
- Processing tenant applications within the same day
- Tenant packs complete day before lease starts
- Water invoices maintained at less than \$2,000 per PM
- Lease renewals are up to date and all Form 2A's are issued at correct time
- Achieving an average of 15 days or less for properties listed on market
- Achieving an average of 15 days or less for property days vacant to off market
- Arrears maintained at less than 1% per PM
- Successful completion of 6 virtual tours per month
- 50 calls registered each week in weekly call log
- 100% attendance at APM/Training Sessions

### Qualifications

- A current property management license (essential)
- A current driver's license and reliable vehicle (essential)

### 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.