

Position Title

Assistant Property Manager

Department: Property Management

Report to: Property Management Team Leader

Primary Objectives

Reporting to the Property Management Team Leader, the Assistant Property Manager provides administrative support to the property portfolio through routine inspections, following up arrears and maintaining effective stakeholder relationships with tenants.

Role Responsibilities

- Conducting routine inspections
 - o Prepare detailed and precise routine inspection reports to ensure property condition is documented.
- Conducting ingoing inspections at the property.
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- Provide additional support to Property Managers for finals/outgoings.
- Ensuring excellent communication to tenants via email and phone
- Organise key cutting for tenants and landlords
- Ensure timely preparation of tenant packs
- 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
- Provide prompt assistance with the overflow phone line when required.
- Provide additional support for maintenance enquiries.
- Provide additional support to Property Managers as required
- Attend all relevant Training Sessions as required.

Role KPI's

- Routine inspection completed at minimum 95% accuracy
- Maintain accurate and compliant leasing records and documentation, including lease preparation and relevant forms.
- Ensure adherence to OC's standards for customer response times
- Ensure water invoices are maintained at less than \$2,000 per Property Manager
- Ensure arrears are maintained at less than 1% per Property Manager
- Achieve an average PM satisfaction score of 80%+

Qualifications & Skills

- A current property management license (essential)
- A current driver's license and reliable vehicle (essential)
- Proficiency in property management software and Microsoft Office Suite.
- Strong interpersonal and communication skills.
- Excellent organisational and time management abilities.
- Attention to detail and problem-solving skills.

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.