

Position Title

Property Manager

Department: Property Management

Report to: Property Management Team Leader

Primary Objectives

Reporting directly to the Property Management Team Leader, the Property Manager is responsible for the management and administration of a portfolio of properties. This role requires ensuring properties are well-maintained, tenants' needs are met, and the financial performance of the portfolio is maximised. The Property Manager acts as the primary contact for property owners and tenants, handling day-to-day operations, leasing, maintenance coordination, and compliance with relevant legislation.

Role Responsibilities

Property Management

- Manage the day-to-day operations of assigned properties, including rent collection and maintenance coordination.
- Conduct regular property inspections to ensure maintenance and safety standards are met.
- Address and resolve tenant concerns and disputes promptly and professionally.
- Oversee lease renewals, rent reviews, and ensure timely rent payments.
- Ensure timely payment of all property-related expenses and invoices.
- Monitor and action rent arrears and implement strategies to minimise financial risks.

Client Relations

- Act as the main point of contact for property owners, providing regular updates on property performance and addressing any concerns.
- Develop and maintain strong, positive relationships with tenants to ensure a high level of tenant satisfaction and retention.
- Provide professional advice to property owners on market trends, rental values, and property improvements.

Compliance and Risk Management

- Ensure all properties comply with relevant legislation
- Maintain accurate and up-to-date records, including tenancy agreements, inspection reports, and maintenance logs.
- Manage and mitigate risks associated with property management, including tenant disputes, property damage, and non-compliance issues.

Team Collaboration

- Work collaboratively with the property management team, leasing agents, and administrative staff to achieve department goals.
- Provide guidance and support to junior property management staff as needed.
- Participate in regular team meetings and contribute to continuous improvement initiatives.

Performance KPI's

- Ensure losses due to mismanagement are kept to an annual rate of less than 2% (E.g. poor maintenance, ineffective communication, and/or lease mismanagement)
- Ensure the vacancy rate within your portfolio is kept below 2%
- Ensure that rent arrears of over seven days are kept to below 3% of your total portfolio.
- Ensure the invoice arrears are below \$2,000 in your portfolio.
- Ensure any maintenance issues brought to your attention are actioned within 24 hours
- Ensure a fast turnaround for bond returns (21 days – issues / 7 days – nonissues)
- Ensure that landlord and tenant communications are responded to within 24 hours
- Tenant Satisfaction: Maintain a tenant satisfaction score of 70 or higher.
- Landlord Satisfaction: Maintain a landlord satisfaction score of 70 or higher.
- Property Inspections: Complete all scheduled property inspections on time.
- Ensure your end of day OneDash flag count remains below an average of 40

Qualifications

- A current property management license, or willingness to obtain (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