

JOB DESCRIPTION

JOB TITLE:	PROPERTY MANAGER
JOB TITLE OF INCUMBENT'S SUPERVISOR:	GENERAL MANAGER
JOB TITLE OF INCUMBENT'S REPORTEE/S:	PROPERTY ADMINISTRATOR

PURPOSE OF JOB

To take responsibility for the efficient daily operations and the financial reporting of the assigned property portfolio to increase property value and satisfy tenant requirements.

KEY PERFORMANCE AREAS

Centre Management

- Keep abreast of market activities
- Devise a five-year maintenance plan
- Investigates / initiates proposals for refurbishments
- Maintains a hands-on control of projects in hand
- Reviews the building status / grade annually and maintain the standards

Reporting

- Provides accurate information in agreed format timeously
- Analyses of monthly income and expenses
- Monitors turnover rentals
- Analyses of operating cost on a quarterly basis in terms of the approved forecasts
- Monitors all municipal and general recoveries on a monthly basis

Planning & Budgeting

- Prepares and completes budgets annually
- Reviews rentals quarterly and ensure best possible rate achieved and maintained
- Assists in formulation of business plans for the Centre(s)
- Quarterly review and monitoring results

Quarterly Expenditure / Audits

- Sets and motivates Capex / TI philosophy per building
- Approves TI standard specification as recommended by the Project Manager
- Approves Capex within authority levels
- Ensures we conform to Capex philosophy and procedures
- Estimates new operating costs
- Ensures recovery of operating costs in accordance with Lease terms

Turning Retail / *Inside Out*

Debtors & Creditors Management

- Regular interaction with Debtors and Leasing departments to ensure appropriate action taken and approve required action
- Credit Control Management of arrears, legal action and write-offs

Customer Liaison

- New Tenants
- Lease negotiations
- Maintenance of tenant relationships

Tenant Management

- Deals with correspondence / interaction with tenants as required
- Ensures that leases are timeously renewed, and all vacant space is let and in presentable space
- Tenant mix
- Networking with Tenants, public and external organizations

New Tenants

- Determines and recommends letting mandates
- Undertake lease negotiation and maintenance of tenant relationships
- Controls new leases and recordal of same
- Controls / oversees new installations

Existing Tenants

- Renews Lease Agreements timeously
- Tenant liaison and public relations
- Controls / arranges centre promotions
- Regularly assess tenants' turnover, stock turn and merchandising to establish growth needs and trading difficulties
- Record tenant turnover levels

Expense Control

- Checks and authorises payments of accounts
- Authorises cleaning, consumables, electrical and general maintenance orders
- Controls municipal payments and recoveries there against
- Ensures cost effectiveness and performance of contractors

Financial Management

- Monthly financial statements and reports
- Accurate budgeting and reporting

Public Relations

- Establishes and maintains sound public relations
- Attracts people to the Centre
- Advertising materials
- Motivates and assists tenants to improve their services
- Assume responsibility for the effective repairs and maintenance of the Centre

- Assume responsibility for the security of all the Centre facilities. Conducts scheduled inspections of security systems and implements improvements as necessary
- Occupational health and safety compliance
- The development of security action plans, systems and directives
- The management of security officers and cleaning staff on duty
- The establishment and maintenance of emergency preparedness programme
- Assume responsibility for the effective management reporting and records
- Assume responsibility for ensuring professional business relations with tenants, suppliers, contractors and trade professionals
- Effectively supervises Centre personnel, ensuring optimal performance
- Assume responsibility for related duties as required or assigned.