



## JOB DESCRIPTION

JOB TITLE:	<b>PROPERTY ADMINISTRATOR</b>
DEPARTMENT:	<b>PROPERTY MANAGEMENT</b>
JOB TITLE OF INCUMBENT'S SUPERVISOR:	<b>PROPERTY MANAGER</b>
JOB TITLE OF INCUMBENT'S REPORTEE/S:	<b>n/a</b>

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## PURPOSE OF JOB

To carry out administrative duties and liaise with tenants to ensure a timely and responsive property administration service.

## KEY PERFORMANCE AREAS

- Load existing budget on MDA (if no budget, PA to assist PM to prepare and PA to load)
- Provide Property Manager with all reports, plans, budget, etc. for audit
- Prepare files for hand-over
- Check lease schedules and ensure that information is completed for annual events e.g. turnover certificates, rental schedules etc.
- Obtain turnover certificates from tenants on due dates
- Follow up on all outstanding documentation and information required for tenant files (e.g. FICA docs)
- For new tenants ensure all the required approvals are in place (Signage, layout plans, council approvals etc.)
- Where required, assist in the preparation of reports for monthly management meetings
- Liaison with relevant internal staff regarding tenant queries
- Accessing information and generating reports on MDA of tenant accounts
- Drafting letters to tenants and service providers where required by Property Manager
- General administration duties for all property requirements
- To ensure tenant satisfaction through resolving tenant queries and maintaining a comprehensive and up-to-date database of tenant correspondence
- To ensure each building is comprehensively administered and procedures followed with respect to, but not limited to correspondence, tenant deposits, insurance, etc.)
- Attend site visits and meetings as and when required

## QUALIFICATIONS, COMPETENCIES AND SKILLS

- Grade 12 (Essential)
- Property management certificate / diploma (advantageous)
- Minimum of 3-5 years administrative experience in the property industry
- Good understanding of property administration and leasing
- Knowledge of property management systems

- Basic financial acumen
- Computer literate in Microsoft Office suite
- Excellent communication, customer service, and interpersonal skills
- Strong time-management and organizational skills
- Methodical and detail orientated
- Ability to take initiative and work unsupervised
- Deadline driven and ability to work under pressure
- Drivers license (advantageous)