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## **JOB DESCRIPTION**

JOB TITLE:	<b>PROPERTY MANAGER</b>
JOB TITLE OF INCUMBENT'S SUPERVISOR/S:	<b>PROPERTY PORTFOLIO MANAGER / GENERAL MANAGER</b>
LOCATION	<b>PRETORIA</b>

## **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 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

#### 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.

#### **QUALIFICATIONS, COMPETENCIES AND SKILLS**

- Minimum 5 years' experience as a Property Manager in a retail environment
- Bachelor's degree or equivalent experience preferred
- Strategic thinker, capable of developing an overall business plan and overseeing the execution of that plan
- Working knowledge of leases, loan documents and other agreements for general responsibilities
- Professional reputation; strong industry credibility
- Proven effective management experience
- Strong financial acumen; experience in developing plans and budgets
- Excellent self-starter with strong and independent work ethic; project oriented, results-driven, problem solver.
- Well-organized; excellent attention to detail.
- Proficient in Microsoft Word, Excel, Office,
- MDA (Advantageuos)
- Excellent written and verbal skills
- Preferably Estate Agencies Affairs Board Competency Certificate (NQF Level 4)

**Job Type: Full-time**

**Drivers licence (Preferred)**