

# POSITION DESCRIPTION

## PROPERTY MANAGER

Location: Brisbane

Reports to: Senior Property Manager

Supervises: Nil



<b>Primary Purpose:</b>	The Property Manager is responsible for delivering high quality property management for the Horizon Housing Realty portfolio of properties, ensuring relevant legislation, regulations, organisational policies and procedures are followed.
<b>Context:</b>	The Property Manager position is a key role in delivering exceptional service to HHR's clients. As a subsidiary of Community Housing Limited (CHL), HHR through its profit-for-purpose strategy contributes to CHL's vision of a world without housing poverty and supports CHL's values, vision and goals.
<b>Work Health &amp; Safety:</b>	Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and HHR health and safety policies, procedures and directions.
<b>Responsibilities:</b>	<p>Providing exceptional customer service to our key stakeholders is essential to the successful operation of our property management services. Main activities include~</p> <ol style="list-style-type: none"> <li>1. Overseeing and managing all communication with stakeholders, including providing information and advice to stakeholders to assist in the sustainability of the tenancies.</li> <li>2. Working closely with stakeholders and relevant HHR departments to ensure quality outcomes.</li> <li>3. Coordinating financial and administrative tasks to HHR standards, such as reporting, complaints, compliance, quality and accountability requirements.</li> <li>4. Maintaining accurate property and tenancy data in all required systems.</li> <li>5. Managing Residential Tenancy Authority (RTA) Bond processes and loans.</li> <li>6. Ensuring the timely, accurate, and efficient operation of HHR rental collection and arrears recovery systems.</li> <li>7. Conducting valuation and condition reports, inspections, tenancy sign up, entry procedures, lease and rent reviews, and exit procedures.</li> <li>8. Managing and responding to complaints on behalf of owners in portfolio, including managing QCAT processes and administration if required.</li> <li>9. Liaising with Asset Management team / directly with subcontractors in relation to tenanted and vacated property maintenance.</li> <li>10. Providing appropriate support to wider team and organisation.</li> </ol>
<b>Technical Skills, Experience &amp; Qualifications:</b>	<ul style="list-style-type: none"> <li>• Real Estate Salespersons Registration Certificate (mandatory)</li> <li>• Real Estate License (desirable)</li> <li>• Knowledge and understanding of the Residential Tenancies Act, and landlord Insurance processes</li> <li>• 2 years' experience in a similar role</li> <li>• Commitment to the right of every person to good quality housing</li> <li>• Current Driver's Licence</li> <li>• Satisfactory Police Check</li> </ul>
<b>Key Capabilities:</b>	<p><b>Client Focus</b>– Supports clients to achieve their goals through provision of quality service.</p> <p><b>Embraces Diversity</b> – Acknowledges and values diversity and respects difference in all its forms.</p> <p><b>Technology</b> – Uses technology and software applications effectively in accordance with task requirements</p> <p><b>Solves Problems</b> – Uses experience and knowledge of work area to assist in the development of solutions for day-to-day problems.</p> <p><b>Resilience</b> – Achieves work objectives, even in difficult circumstances whilst remaining positive and calm.</p> <p><b>Transition &amp; Change</b> - Actively participates in and engages with business improvements/changes</p> <p><b>Leadership</b>– Works as supportive and co-operative team member.</p> <p><b>Proactive</b>- Creates opportunities and minimises potential problems by anticipating and preparing in advance.</p> <p><b>Communication</b> - Confidently presents messages in a clear, concise and articulate manner using the most appropriate medium.</p> <p><b>Nurtures Relationships</b> – Builds and sustains positive relationships. Responds under direction to changes in client needs and expectations.</p> <p><b>Professionalism&amp; Accountability</b>- Takes responsibility for own work tasks, utilises the specialist expertise of others within HHR and contributes own expertise to achieve outcomes for the business unit.</p>