



## JOB DESCRIPTION

<b>Position Title:</b>	Property Management Co-Ordinator
<b>Reports to:</b>	Property Manager
<b>Department:</b>	Lettings

### Role Summary

Accountable for the day to day property management administration. They will ensure that all administrative tasks relating to property management are managed and delivered to the highest standards in a timely and efficient manner.

The post holder will need to liaise with and be a key point of contact for landlords, tenants and contractors. They will ensure excellent customer service are displayed at all times and continuously strive to build strong working relationships and communicating effectively both internally and externally.

At all times they will work with the best interests of the company in mind and ensure that all work, policies and procedures work towards maximising the benefits and profits for the company.

### Key Responsibilities

- Action maintenance requests from tenants in managed properties following consultation with Landlords as necessary.
- Handle calls/emails from and to tenants, landlords and contractors in a timely fashion.
- Complete the feedback loop to ensure all parties informed of situation (including internally as necessary).
- Ensure costs are efficiently managed on behalf of Regent Lettings clients.
- To organise and action property maintenance on the property lettings portfolio (for example refurbishment of a bathroom, redecoration, repairing a leaking tap etc.)
- Liaising with tenants, landlords, and contractors to ensure quotes are received for maintenance work, landlords approve quotes and this work is completed satisfactorily.

- To carry out regular planned property inspections in line with the property profile and status.
- To provide a summary report of the inspection including items for immediate action, items for long term action and supporting evidence. Make recommendations to the landlord to enhance the property and maintain high yield.
- Following training, to be able to undertake some video inventories for both check-in's and check-out's.
- To organise and project manage all remedial work required as a result of the inspection. With the landlord, tenant and contractor
- To organise annual gas safety certificates on all properties where appropriate.
- Notifying Tenant Shop of a change in occupier, dates and meter readings.
- Keep the property database up to date with all tasks.
- To support the Regent Lettings office and help out with other Property Management and Lettings duties as and when required.
- Any other duties as required per the needs of the business

## PERSON SPECIFICATION

### Personal Values

- Able to influence and negotiate
- Dedication to excel and succeed
- An adaptable, flexible and open approach
- Highest standards with attention to detail, accuracy and compliance
- Able to view the company's overall aims and continuously strive towards it in all that you do
- A commitment and respect for the work that you do and the people that you work with
- An honest, respectful and humble approach
- Ensure the quality and service delivered is consistently exceptional
- Excel in service delivery with all dealings with all stakeholders including all clients and employees
- A committed and loyal team player

- A determined individual, that is willing to go the extra mile and close the deal
- Excellent rapport building skills
- Driven by success and constantly strives to exceeds targets.
- Self-motivated and able to take initiative
- Excellent communication and diplomacy skills
- Creative problem solver

Requirements	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Clean driving license</li> <li>• Proven track record with excellent employment references</li> <li>• Qualifications to include Maths and English with a minimum C grade at GCSE (or equivalent)</li> <li>• Well-developed customer services, communication, writing and listening skills</li> <li>• Able to professionally resolve conflict that may arise from time to time</li> <li>• Excellent telephone manner</li> <li>• Great interpersonal skills</li> <li>• A working knowledge of the Microsoft Office packages</li> <li>• Knowledge of the deposits procedure.</li> </ul>	<ul style="list-style-type: none"> <li>• ARLA technical qualification or willing to work towards</li> <li>• Able to operate the Gemini property management database advantageous although training will be given.</li> <li>• Good understanding of property maintenance, including plumbing and electrics.</li> <li>• Background in customers' services within a maintenance environment.</li> </ul>