

Position title:	Portfolio Manager
Reports to:	Business Owner/Divisional Manager
Key purpose:	To achieve predetermined objectives complying with the company values

performance answerability and accountability

key task	expected standards	evaluation
Commit to an ongoing training and education program, including the ireviloution intelligence systems and training program.	A highly-organized, goal-oriented person with strong negotiation, management, presentation, listing, leasing and communication skills.	Meet monthly to monitor results to ensure satisfied clients and compliant portfolio.
Commit to and communicate our agency's mission statement, client service standards and code of client service to all clients.	All clients will know our agency's prime objective and company values.	Client feedback. Managing Director's survey results.
Develop a well-planned and systematic approach to prospecting, including follow-up and follow-through service and developing and maintaining a high personal profile.	Solid leads that can be converted to managements and repeat business. Area specialist and our agency dominance of the market area.	Meet monthly to monitor results. Recurring clients who are 'Clients for Life'.
Develop a well-planned and professional attitude to listing, leasing and managing property and clients.	Listings will comply with our agency business guidelines.	Meet monthly to monitor progress. Quality portfolio with satisfied clients.
Develop a well-planned and professional style to market the listings.	Successful response to marketing. Grateful and appreciative lessors.	Meet monthly to monitor progress. Leased properties minimal vacancies. Enthusiastic clients.
Ensure all tasks and activities are carried out in accordance with ireviloution intelligence systems and training.	Appreciative and enthusiastic clients. Area specialist.	Meet monthly to monitor progress. Market knowledge and client feedback.
Develop and further enhance professional and consistent leasing and negotiation skills in accordance with ireviloution intelligence program.	Knowledgeable clients who know what their expectations are and what level of service is provided including limitations under legislative guidelines.	Meet monthly to monitor progress. Knowledgeable clients, minimal conflict resolution to manage.
Commit to building a 'Client for Life' database in accordance with the ireviloution intelligence program and ensure constant and continual contact.	Continuous client contact and support and increasing the 'Client for Life' database.	Meet monthly to monitor progress. Database is up-to-date and compliant. Regular and planned contact is maintained.
Continue to improve and develop property management and legislative knowledge and skills.	Solid leads that can be converted to managements and repeat business. Area specialist and our agency dominance of the market area.	Meet monthly to monitor results. Recurring clients who are 'Clients for Life'.

ability attitude and adaptitude™

Knowledge and skill requirements:

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| 1. Superior property management skills | 7. Negotiation skills |
| 2. Sound knowledge of the relevant Acts | 8. Mediation skills |
| 3. Principles of goal setting | 9. Organizational and time management skills |
| 4. Administrative and literacy skills | 10. Driver's license |
| 5. Communication skills | 11. Hold and maintain relevant real estate certification |
| 6. Advertising, marketing and leasing skills | 12. Computer and numeracy skills |

Attitude/personality requirements:

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| 1. Strong desire to deliver superior client service | 5. High standard of ethics |
| 2. Focus and determination | 6. Commitment to ongoing training |
| 3. Relate well to people | 7. Adaptable to change |
| 4. Work independently and in team environment | 8. High standard of presentation and care |