

<b>Position title:</b>	Property Management Coordinator
<b>Reports to:</b>	Business Owner
<b>Key purpose:</b>	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 administrative, literacy, computer and organizational 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.
Ensure all tasks and activities are carried out in accordance with ireviloution intelligence systems and training.	Appreciative and enthusiastic clients. Administrative support to the Portfolio Manager, Management Consultant, Leasing Consultant and Team Leader as assigned.	Meet monthly to monitor progress. Market knowledge and client feedback. Systems, policies and processes knowledge and application.
Develop and further enhance professional and consistent listing, leasing, negotiation, mediation and management skills in accordance with ireviloution intelligence program.	Advancing skills and knowledge in preparation for promotion within the agency. Being able to work in assigned role as required when a team member is absent from duties.	Meet monthly to monitor progress. Knowledgeable clients, minimal conflict resolution to manage.
Develop and continue to enhance skills and knowledge required for future promotion to portfolio management role or other role as assigned.	Continuous improvement and advancement of property management skills and knowledge.	Meet monthly to monitor progress. Tasks are up-to-date, accomplished consistently, completed in the required time and compliant.
Continue to improve and develop property management and legislative knowledge and skills.	All assigned administrative tasks and trained portfolio tasks are completed within the minimum action performance standards and key analysis performance indicators are consistently achieved.	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 administrative skills                     | 7. Intermediary property management skills                |
| 2. Superior literacy skills                           | 8. Sound knowledge of the relevant Acts                   |
| 3. Advanced computer skills                           | 9. Hold and maintain relevant real estate certification   |
| 4. Superior numeracy skills                           | 10. Driver's license                                      |
| 5. Intermediary communication skills                  | 11. Superior principles of goal setting                   |
| 6. Advanced organizational and time management skills | 12. Advanced ability and willingness to learn and advance |

### 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 |