


ERIS PROPERTY GROUP				
JOB DESCRIPTION PROPERTY MANAGER		DATE ISSUED	June 2023	
		REVISION	0	
COMPILED BY	HR OFFICER	REVEIUED BY	REGIONAL PROPERTY MANAGER	Doc.: HR
APPROVED BY	REGIONAL PROPERTY MANAGER			Page 1 of 4

PROPERTY MANAGER

Position : Property Manager

Company : Eris Property Group

Location : Cape Town (UOCS)

Report : Regional Property Manager

PURPOSE OF JOB
The purpose of this job is to effectively manage the UOCS portfolio as per the below duties and responsibilities.

KPA	KPI
Leasing	<ul style="list-style-type: none"> Undertake and Manage Leasing to ensure all renewals are started 6 months prior to the lease expiry and that new deals are prioritised and effectively concluded. Ensure vacancies are accurately advertised and communicated. Liaise with brokers if required. Work within the levels of authority and/or mandate with client. Attend weekly leasing meetings with the client where accurate feedback is provided.
Tenant/Stakeholder relationships	<ul style="list-style-type: none"> Establish and maintain a good relationship with the tenants/stakeholder. Attend to any issues that might occur between the Eris team and the tenants/stakeholders. Visit and/or contact the tenants/stakeholders on a regular basis. Update records and client of such contact at scheduled meetings with the client.
	<ul style="list-style-type: none"> Provide direction to the Property Services Managers on their buildings. Ensure the Property Services Manager acts within their levels of authority.

<p>Maintenance and Capital Expenditure</p>	<ul style="list-style-type: none"> • Review accruals put forward by Property Services Manager. • Ensure that the Property Services Manager conducts timely and comprehensive entry and exit inspections. • Visit the buildings regularly to ensure that they are maintained to the required levels. • Review budgets and projected budgets put forward by services. • Review all the services input into the monthly manpacs, to ensure that it is of the required standard. • Ensure that property services have properly planned for Capital Expenditure in line with the approved budget and that proper process has been followed in committing capital expenditure. • Reviewing, authorising and coding invoices (not services) where applicable.
<p>Reporting</p>	<ul style="list-style-type: none"> • Carry out a comprehensive monthly financial review of the allocated portfolio. • Work together with the finance team and where applicable, the utility administrator/service provider to ensure the best output to the client. • Accurately update and comment on financials. • Timeously deliver monthly reports to the client • Attend monthly Manpack meetings on a scheduled basis for the portfolio under management and spearhead feedback to the client at the meeting. • Ensure all action items are attended to before the next meeting. • Provide regular feedback to individual asset managers and fund manager as necessary.
<p>Budgets</p>	<ul style="list-style-type: none"> • Follow the annual budgeting calendar. • Prepare, upload and review all budgets prior and until the clients approval is received to fix/finalise. • Perform the interface between PM and valuations and carry out the necessary adjustments to the budgets for mid-year valuations.
<p>Arrears</p>	<ul style="list-style-type: none"> • On-going management and interaction with the administrators and tenants to reduce the outstanding arrears. • Meet with the tenants if the team cannot collect the arrears. • Follow up on arrears relating to sold buildings. • Ensure the system is updated accordingly. • Ensure the complete arrears process to collect rental is carried out timeously. • Ensure accurate feedback is provided at all arrears meetings with the client.

Legal	<ul style="list-style-type: none"> • Work together with the legal department to achieve the best result to the benefit of the Client • Prepare and motivate legal handovers. • Drive and oversee each legal handover. The responsibility does not end once it is handed over, as the client will require input from the Property Manager on the legal cases as well. • Motivate and authorise any write offs (within mandates).
Utility Management	<ul style="list-style-type: none"> • Liaise with the utility service provider to resolve queries that the Property Administrator cannot settle. • Authorise monthly accruals proposed by the service provider. • Carry out monthly meetings or as and when required to achieve the best output from the service provider to ensure the reporting to the client is efficiently provided.
Scope of Management Contract	<ul style="list-style-type: none"> • The incumbent is to ensure that Eris acts within the scope and requirements of the management contract.

KEY COMPETENCIES	
	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills on all levels. • Dynamic and enthusiastic • The ability to interact professionally with the client. • Competent time management skills • Professional attitude and capability and personal initiative • Be deadline driven. • Professional attitude and capability and personal initiative • Innovative thinking and ability to follow process.

QUALIFICATIONS AND EXPERIENCE	
Qualifications	<ul style="list-style-type: none"> • Matric (Must) • BSc or BSc Honours in Property Studies or BCom in Accounting (with or without Honours) • A Professional Designated Exam (EAAB) will be advantageous (Must hold an FFC certificate)
Experience	<ul style="list-style-type: none"> • 3-5 years' experience in similar role • Audit experience will be an added advantage.

	<ul style="list-style-type: none"> • To perform this job successfully, an individual should have extensive knowledge Microsoft Word; Excel; accounting software; and MS Office.
Skills	<ul style="list-style-type: none"> • Excellent knowledge of basic property management. • Excellent negotiation and communication skills • Highly developed ability to work within a combined team environment and resolve issues that may arise. • Proven relationship building ability. • Ability to manage staff and to coordinate the efforts of a large team. • Ability to implement, manage and report on a wide range of property measurements, performance targets and initiatives. • Demonstrated ability to increase productivity and continuously improve methods of property management. • Ability to respond to client needs timeously. • Ability to analyse data for decision making and trend analysis. • Excellent spreadsheet abilities. • High intuition, logic and problem-solving skills. • Ability to manage time effectively.

ACKNOWLEDGEMENT OF JOB DESCRIPTION	
LINE MANAGER	
Name and Surname	
Signature	
Date	
EMPLOYEE	
I declare that I have read and understood the above job description and acknowledge that my roles and responsibilities are not limited to the aforementioned.	
Name and Surname	
Signature	
Date	