

ERIS PROPERTY GROUP



JOB DESCRIPTION

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REVISION

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COMPILED BY

REVIEWED BY

HCBP

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APPROVED BY

REGIONAL MANAGER

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Position : Centre Manager

Location : Ladysmith – The Oval Shopping Centre

Reporting to : Property Manager

PURPOSE OF JOB

To manage a centre by optimizing all trading opportunities, including lease agreements, and ensuring that the portfolio financial performance remains sound and optimizing the building's income stream by establishing and maintaining mutually beneficial relationships with local authorities, tenants, general public and public bodies, managing and control personnel, service contractors, repairs, revamps, tenant installations, inspections and general building administration.

KPA	KPI
Administrative Responsibilities	<ul style="list-style-type: none"> • Centre inspections and walkabouts to be undertaken on a daily basis without fail. • Tenant liaison - Identification of potential problematic tenants with suggested remedial solutions. • Daily management of and guidance to all on site staff. • To keep a maintenance & operations file and ensure its currency for the following: <ul style="list-style-type: none"> ○ OHS compliance issues ○ Asset Register ○ Tenant records including Occupancy certificates ○ Expiry dates ○ Parking records ○ Records of DB boards and description thereof ○ Plan of all main water connections ○ Name and numbers of all contractors ○ Meter reading records ○ Petty cash book ○ Register the maintenance of all office equipment. ○ Promotions – Income and expense control • Updated market knowledge as to competitor’s activities in the catchment areas of the centres. • Updated market knowledge as to new developments in the market. • Updated knowledge as to micro and macro-economic factors that could result in growth, decline, or stagnation of centres. • Develop relationships with the local municipality to ensure quick resolution of council related matters. • Tenant knowledge – industry they are in (movements in such industry), business strength and stability of tenant’s businesses. Identification of risks.

	<ul style="list-style-type: none"> • Collection and recordable of monthly turnover figures from tenants and assessment of such. • Constant assessment of strengths and weaknesses of tenant mix of centres. • Ensure that accounts are loaded timeously for new and deposits are paid back to vacated tenants. • Detailed entry and exit inspection reports are to be kept for all tenants and copies of documents to be forwarded to Property Manager/Property Services Manager. • With regards to the cancellation, writing off and postponement of paying of rental accounts, no rulings are to be made without acknowledgement and approval by the Property Manager. • All changes to tenant accounts are to be made before the closing date. • Updated knowledge of local by-laws applicable to the centre and community influences thereto • Understanding of socio-political influences on the centres trading • Have a fair knowledge of the internal Property Management system, to allow the capturing of turnover rentals, and the ability to view tenants accounts and provide invoices.
Maintenance	<ul style="list-style-type: none"> • Responsible for implementation of planned maintenance program • Schedule to be maintained with regards to DB boards, outside lights, roofs and gutters, gardens, and irrigation thereof, the inspection of all toilets and taps and air conditioning if applicable. • Ensure that proper records are kept of tenants' aircon and fire equipment maintenance. • To ensure that the handyman's ability (where applicable) is 100% utilized. • Responsibility is to manage all non-technical services, repairs, and maintenance on site in liaison with the Property Services Manager and to refer all technical or structural repairs and maintenance to the Property Services Manager for resolution. • Ensure that all maintenance issues are properly tracked on the maintenance system • A system should be implemented whereby the following is monitored and controlled: Keys, security, consumable stocks, parking, house rules, refuse removal, cleaning services, hygienic services, gardening services, maintenance of air-conditioning equipment, fire equipment, escalators and lifts, interior and exterior appearance of the property, compliance with Occupational Health and Safety. • All tenants' queries are to be handled professionally and with immediate response.
Leasing	<ul style="list-style-type: none"> • Sourcing, securing, and concluding leases, with the prior approval of the Property Manager and within parameters set, with tenants in the general market to fill vacancies. • Negotiating lease renewals with tenants, with the prior approval of the Property Manager and within parameters set.
Marketing and Customer Relations	<ul style="list-style-type: none"> • Tenant Liaison – Ongoing and regular visitations, drafting of newsletters and bulletins and the distribution thereof as well as providing marketing support to tenants' in-store campaigns. • Customer Liaison – Handling of enquiries and complaints, timeously and effectively

	<ul style="list-style-type: none"> • Chairing the Tenant’s Association/Committee meetings if required and the drafting and distribution of the minutes. • Networking with all role-players (marketing suppliers) in the industry such as entertainers, production specialists, celebrities, and surrounding communities for example schools etc. • Provide support to the National Marketing Manager or PRO where required in the strategizing, conceptualizing, execution and budget control of the annual strategy and ongoing events, promotions, and advertising campaigns • Attend all promotions as they occur to ensure a high standard of event execution. • Represent the company at relevant industry shows, conferences and seminars when required. • Coordinating and providing assistance to charity organizations when requesting collections and fundraising drives • Ensure exhibition income process is duly followed with the completion of exhibition contracts.
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SKILLS AND COMPETENCIES ESSENTIAL TO THE POSITION

Business	<ul style="list-style-type: none"> • Transparent honesty. • Reliability. • Positive Attitude and highly motivated • Lead by example. • Ability to create a professional office environment. • Organization and planning skills. • Demonstrate strong moral values, empathy, passion, career aspirations, and positive living. • Strong organizational and time-management skills • Excellent communication and interpersonal skills • Ability to work well in a team environment. • Creative thinking and problem-solving abilities • Attention to detail. • Adaptability & Flexibility. • Overtime – Some events start early, and some events end late. • Ability to prioritize and manage multiple projects simultaneously. • Familiarity with calendar creation & project management tools • Knowledge of basic marketing and promotional strategies

QUALIFICATIONS AND EXPERIENCE

Qualifications	<ul style="list-style-type: none"> • Grade 12 (Matric), Relevant Diploma or Degree
Experience	<ul style="list-style-type: none"> • Minimum of 8 to 10 years in Retail Centre management / Property management field

ACKNOWLEDGEMENT OF JOB DESCRIPTION**LINE MANAGER**

Name and Surname	
Signature(s)	
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	