

Property Portfolio Manager

Remuneration:	cost-to-company
Location:	Johannesburg, Bedfordview
Job level:	Mid/Senior
Company:	Solver Property Services

Property portfolio manager job description

Purpose of the role:

The Portfolio Manager [PM] for Solver Property Services [SPS] will be responsible for the effective and professional management of all Community Schemes [client] within his/her portfolio. The PM will have advanced knowledge of the industry. The PM will be comfortable in managing junior staff and must have a fair understanding of internal staff management and procedures.

Over and above the standard requirements of a portfolio manager, the PM's main objectives will include:

- Maintain and uphold the administrative, financial, and secretarial requirements of the client per the management agreement between the CLIENT and SPS.
- Manage the relationship with the client to promote and secure successful and ongoing customer relations.
- Resolve issues that arise and on all levels of the agreement timeously and ensure completion within the desired time frames.
- Advise and assist on all Regulatory requirements by being confident in applying the required laws and other governing the Property Management environment.
- Report on any financial challenges and secure a viable financial continuation of the client's financial well-being by effectively applying to budget and securing adequate income from levies and other sources.
- Advise and apply to the interest of the client the specific rules applicable to the successful management and upholding of the required standards within the client's environment.
- To ensure effective cooperation and teamwork amongst the support departments within the SPS group of companies to the benefit of the client's needs and agreed outcomes.
- The effective utilisation of the internal company software systems, systems, and processes to properly perform the duties assigned to the position of PM.
- Be proficient in the environment of property management.
- The SPM will be responsible for his/her own portfolio and be required to manage other, more junior portfolio management teams.
- To have a high work ethic and be an example to more junior staff.
- The PM should be the primary contact for the trustees/directors of the client whilst the portfolio manager administrator fulfills a support structure and attends to queries from owners

General summary duties and responsibilities client:

- Provide and advise on beneficial solutions to problems that the client may have.
- Manage, guide, and advise the trustees/directors of the client.
- Source options and obtain support structures where needed, such as engaging with legal practitioners and competent service providers

- Accept liability and accountability for any issue, problem, and task that affects the client and ensure that it is completed within the required timeframes agreed upon.
- Involve the assistance of SPS Management should it be required.
- Understand the individual needs of each client.
- Ensure that the systems and reporting to the client are adhered to.
- Taking ownership and being the primary contact to the trustees/directors of the client.

SPM job description

Internal:

- Use and apply all systems provided.
- Utilise and engage all support functions and engage with the various departments to achieve and complete the required outcome of all the client's requirements.
- Ensure timeous completion of all SPS deadlines and report on weekly and monthly key activities.
- Ensure that all offerings and products of SPS are offers and promoted to the client to ensure a comprehensive management platform.
- Protect the interests of the company.
- Train, develop and manage staff.
- Attend courses / learning that the company provides
- Professional conduct. The SPM to have a high work ethic and be an example to more junior staff.

Accountabilities:

SPM job description

You will be directly accountable for:

- Meeting all regulatory deadlines. [Audits and AGM's].
- Completing reporting deadlines to both the client and management.
- Effectively resolving all issues and completing communication deadlines of the client.
- Continuous enhancement of industry legislation application.
- Continued training and development to ensure that the service and advice to the client are mainlined on a high level.
- Upholding a positive office relationship with fellow staff members
- Identifying and reporting to management on possible shortcomings or issues that may cause concern.
- Take ownership of your duties and execute them with professionalism and dedication.
- Use processes, systems, IT systems, and controls to ensure the best and most professional customer service experience.
- Effective client relationship management.
- Achieving the 24 hours turnaround time on communications and deadlines to ensure world-class service delivery and customer experience using the 1st time right approach.
- Must be able to facilitate and oversee the management of junior staff and provide a supporting role to them.
- Must be able to facilitate and complete tasks associated with the professional management of services offered to the client by supporting management in duties and tasks assigned.

No chancers, kindly forward your CV should you meet the above requirements to hrmanager@solver.co.za

Should you not hear from us within 14 days, please consider your application unsuccessful.

Posted on 19 Mar 09:28, Closing date 18 May

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HR Manager
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