

ERIS PROPERTY GROUP				
JOB DESCRIPTION PROPERTY ADMINISTRATOR		DATE ISSUED	26-05-2022	
		REVISION	1	
COMPILED BY	HRBP	REVIEWED BY	ACCOUNT LEAD: MMP	Doc.: HR
APPROVED BY	HEAD: HUMAN CAPITAL			Page 1 of 2

Position : Property Administrator
Division : Property Management
Company : Eris Property Group
Location : Durban Regional Office (Umhlanga)
Reporting to : Head: KZN Region

PURPOSE OF JOB
Perform full administrative function in lease preparation and conclusion as well as effectively manage arrears and tenant queries.

KPA	KPI
Tenant Administration	• Load and update Tenant on the In-house PIMS system; • Tenant Statements: ○ Receipt allocations from Bank Statements ○ Current expiries ○ Interest generation ○ Meter reading generation ○ Manual billings/adjustments/recoveries ○ Lease billings ○ Debit Run ○ Finalized statements to Tenants ○ Debit Orders ○ Reconciliations and resolution of queries • Tenant Turnover: obtain monthly turnover figures and calculate turnover rental when due • Finalize vacated Tenant accounts and Deposit refunds
Lease Administration	• Obtain Credit Check and FICA where necessary • Draft Lease Authority Request form (LAR) • Draft Offer to Lease • Raise lease on the In-house PIMS system • Update Lease Register • Handle all leasing matters with the leasing department • Ensure leases are sent out to tenants once drafted • Follow up with tenants for signed leases

Arrear Administration	• Following up on outstanding payments • Follow the credit control process • Update the Arrears report • Update and utilize company credit control service provider facilities (TPN) • Prepare handover to Legal Credit Controller where applicable
Property Administration	• Maintain Property and Unit data on In-house PIMS system • Notify Utility Company of any tenant changes/updates and Accruals monthly • Maintain Parking Schedules and Access discs • Processing of Municipal and other invoices • Account Reconciliations • Annual Municipal and Rates increases • Consolidation of monthly management reports

SKILLS AND COMPETENCIES ESSENTIAL TO THE POSITION	
You should have/be:	• Very strong communication skills • Innovative thinking and ability to follow process • Dynamic and enthusiastic • The ability to interact professionally with tenants • Competent time management skills • Professional attitude and capability and personal initiative • Be deadline driven • Excellent attention to detail and numerate accuracy • Experience in Body Corporate and Sectional Title administration will be advantageous
Business	• Excellent communication and interpersonal skills on all levels. • Strong negotiations skills. • Dynamic and enthusiastic • The ability to interact professionally with tenants • Competent time management skills • Professional attitude and capability and personal initiative • organisation and project management skills. • Flexibility to work outside of office hours for centre events, activations or weekends
Human Capital	• Transparent honesty. • Reliability. • Positive Attitude and highly motivated • Lead by example. • Assertive and effective communication. • Sensitive to client and staff requirements and problems. • Ability to create a professional office environment • Organization and planning skills. • Demonstrate strong moral values, empathy, passion, career aspirations, and positive living

QUALIFICATIONS AND EXPERIENCE	
Qualifications	• Grade 12 (Matric), Relevant Diploma, Strong Proficiency in relevant computer packages (MS Office) and software package
Experience	• A minimum of 5 years' experience in Property Administrator role and Financial accounting experience • Customer Service experience • Background in Property Leasing • Strong Proficiency in relevant computer packages (MS Office) and software packages (PIMS or MDA)

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	