

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 : Retail Property Administrator

Division : Property Management

Company : Eris Property Group

Location : Sandton

Reporting to : Property Manager

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 - Finalize vacated Tenant accounts and Deposit refunds
Lease Administration	- Obtain Credit Check and FICA where necessary - Raise Lease input summary (LIS) - Raise lease on the In-house PIMS system - Update Lease Register - Handle all leasing matters with the leasing department - Annual Municipal and Rates increases
Arrear Administration	- Following up on outstanding payments - 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 • 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 • Able to work under pressure • Deadline driven • Exceptional debtors collection experience
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 • Must have Retail property administration background and experience

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 Retail 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	