

ERIS PROPERTY GROUP					
JOB DESCRIPTION PROPERTY SERVICES ADMINISTRATOR			DATE ISSUED	Sept24	
			REVISION	0	
COMPILED BY	HR PRACTITIONER, LINE MANAGER	REVIEWED BY	HR MANAGER		Doc.: HR
APPROVED BY					Page 1 of 1

PROPERTY SERVICES ADMINISTRATOR

Position : Property Services Administrator
Company : Eris Property Group
Location : Cape Town based
Reports to : National Property Services Manager

Purpose of Job

The purpose of this job is to:

Respond to orders, general customer inquiries, invoice questions, and customer complaints.

Primary Duties and Responsibilities

Rendering of support services to the Services Department and its customers by complying with the following KPI's:

Administration Management

- Comply with internal requirements regarding the upkeep of filing systems.
- Control source documentation and maintain a filing system per building. We refer to documents such as service contracts, service reports, expense motivations, delivery notes.
- Manage approval for budgeted and unbudgeted expenditure applications for all work orders issued to service providers in line with authority limits document.
- Assist with establishing formal monthly meetings and measure performance of all service providers against service levels and ensure that the minutes are taken by the service providers and that the matters are resolved. Ensure that the minutes are filed.
- Maintain a good relationship with the various local authorities. (I.r.o. Building inspectors, fire licenses etc.)
- Assist with the monitoring of performance-based service level agreements against reports submitted by monitoring agencies (Elevators, SLA for Soft Services, penalties, non-compliance). This is specifically applicable where penalties were applied, and non-compliance is identified. Ensure that all the documentation is filed
- General administration duties relating to Property Services.

Risk Management

- Assist with ensuring that all assets comply and are maintained within the requirements of the Occupational Health and Safety Act, Local authority by laws and the SABS / SANS standards as prescribed by Eris HQ. Ensure that all buildings' s OHS files (White Files) are up to date by having 1/4ly meetings with the building staff who are ultimately responsible for the files. All non-compliance needs to be reported to the Property Service Manager/s.
- Assist with liability claims from insurance and external tenants and ensure that incidents are reported immediately.
- Report all insurance impairments to the insurance company
- Assist with the reporting process of all incidents defined as "reportable" in terms of the Occupational Health and Safety Act when requested by the Property Service Manager/s.
- Manage service provider documentation in line with procedure documentation, (Contractors Application Documentation, Small work permits, Hot work permits, Site Regulations and other relevant documents).
- Assist the Procurement Department to keep the required documentation up to date and that the procedure is enforced where no work order will be issued if contractors have documentation outstanding. Managing of the process is through the MyBuildings Platform.

Asset Maintenance & Management

- Issuing of work Orders on the MyBuildings Platform
- Manage the dispatch of service providers for maintenance requests when requested by Property Service Manager/s, Property/Leasing Manager or Building Staff and follow up on same.
- Manage the follow-up process with special reference to the helpdesk and ensure jobs are completed satisfactory and within agreed time schedules.
- Manage and control all re-active purchase / work orders raised on the MyBuildings system.
- Assist the Property Service Manager/s with compiling the comprehensive annual building inspections on all fully repairing and maintenance leases.
- Assist with obtaining the necessary quotations for ad-hoc maintenance as and when required. This is not a direct function of the position but could be required in times of staff shortages or crisis.

Financial Management

- Loading of building expense budgets on the preferred Financial System for the various clients on all properties.
- Load all the service Contracts on the preferred Financial System in the contractors' screen and ensure that the schedules are always up to date as this report is used in the monthly payment of service providers. Ensure that the Schedules are signed by the Property Service Manager/s and given the portfolio accountant as per the agreed due dates every month.
- Liaison with the accounts department to solve any problems that may arise with invoices.
- Liaison with the service providers to solve any problems that may arise with invoices.
- Manage the helpdesk to understand authority limits procedure and procurement policy when work orders are issued.

Customer Services

- Liaison between internal & external clients in a professional and courteous manner and ensure that all complaints and requests are completed in a professional manner.
- Assist with managing of the consumables e.g., toilet paper, refuse bags, bailing wire, soap, paper towels. This include assisting the Property Administrators with recoveries where required.

- Assist the Helpdesk with managing tenant complaints daily. Ensure all complaints are attended to and if not able to resolve ensure it is forwarded to the appropriate Manager.
- Communication and feedback to tenants, Property Manager and Service Managers.
- Attending operational meetings to stay updated on progress
- Adhere to deadlines set by Property Services Manager/s

Reporting

- Managing the accrual reports from the preferred Financial System (PIMS) and compare MyBuildings open job cards with the accrual report and fix any missing accruals.
- Ensure the service contractual schedule is signed by the Property Service Manager/s and given the portfolio accountant as per the agreed due dates every month 2015- refer to Fin management item #2
- Assist with compiling the management packs for the Property Service Manager/s for monthly Client Management Meetings.
- Update the action items on the minutes (service-related items only) for the clients by agreed dates
- Updating of Variance Comments on the preferred Financial System (PIMS) for all monthly expenses.

Important Characteristics

- Very strong communication skills
- Excellent attention to detail and numerate accuracy
- The ability to do follow up on outstanding payments
- Innovative thinking and ability to follow process
- Dynamic and enthusiastic
- The ability to interact professionally with individuals at all levels of staff
- Competent time management skills
- Professional attitude and capability and personal initiative
- Be deadline driven

Skills Essential to the Role – Technical

- Grade 12 (Matric), Relevant Diploma or a minimum of 3 years' Property experience
- Strong Proficiency in relevant computer packages (MS Office) and ability to learn and operate financial software packages