

**PROPERTY MANAGEMENT ASSOCIATE POSITION: Trainee**

The following is a broad description of the scope of work involved with the position.

The description is intended to give an overall indication of duties however the successful applicant will be expected to use their own initiative to ensure that additional work should be sought out where time allows.

The most basic requirements will be skills in computer typing and presentation of documents including spreadsheets. Basic bookkeeping skills would be a great assistance however we do offer training in this regard.

As part of the position the following duties are the following. Please note that the position involves a wide range of duties that all in the office need to cover, including Principals. They may seem basic in nature but the ability to be able to cover a broad range of duties is essential in a multi skilled office.

**TELEPHONE:** To efficiently respond to telephone calls, direct calls to respective party where possible and to record messages with the correct name, **telephone number** and time of call.

**TYPING:** To type correspondence where requested and to attend to standard format letters on their own initiative where necessary. All correspondence should be approved by either Tim West or Greg Howick prior to mailing.

**FILING** – To ensure that the filing system is maintained at all times and documents archived where required.

**BANKING** –Whilst the majority of payments are received via bank transfer the position involves some banking duties.

**RENT TRUST ACCOUNT:** To attend to the receipting, balancing, reconciliation, banking and file maintenance of the Rent Trust program. The program is basic in nature however all amendments to account details should receive prior approval. Onsite training is provided. The proper management of the database and accounting of the program is an essential component of the position.

**CUSTOMER LIASISON:** Given time the successful applicant will be expected to liaise with owners, and prospective tenants and purchasers, over a variety of issues. All matters should be at the direction of Tim West or Greg Howick except when the situation requires immediate action on the part of the Office. This can involve basic repair organisation and day to day management operations.

**ARREARS CONTROL:** Each Monday and Thursday an arrears list is to be prepared and follow up action for arrears control initiated. Arrears involving difficult or doubtful situations should be referred to Greg Howick or Tim West first.

**DATA MANAGEMENT:** The backup of data and records for security purposes is essential and part of the duties will be to ensure that a daily rent trust backup is carried out and each week files are backed up to disk. The safekeeping of the disks is to be ensured.

**OFFICE DUTIES:** The filing and general record management is to be kept up to date at all time. Management of office equipment to ensure continuous supplies for printers and photocopiers is required as well as staff kitchen supplies.

**PROMOTIONAL MATERIAL:** The preparation and supply of promotional material is to be prepared as required and ensure such material is current and available. This also includes planning and coordination of newspaper advertisements both locally and in major capital city newspapers.

**REPAIRS:** The organising of repairs and access for tradesmen will be required. Inquiries are to be made from the file and other staff as to the tradesmen to be used for the particular work. A follow up provision is to be made to ensure that the work is completed before arranging payment.

**KEY SUPERVISION** – The maintenance of the Key Register involves regular review of key movements and updates. The security issues with regard to over 350 commercial properties is paramount.

**SPREADSHEET:** A basic knowledge of spreadsheets would assist, as part of the duties will be maintenance of portfolio summaries including expense calculations whereby tenants reimburse owners costs.

The above details are a summary only.

The position will present a multitude of situations whereby cross checking and initiative will be required. The successful applicant will be, at times, expected to work without a great deal of supervision and will seek to ensure that all matters within their field of experience are completed accurately without waiting for the duties to be handed to them.

A Real Estate course is required to be undertaken, at our expense, to allow you to work in the industry. Professional development is also part of the Real Estate Industry and is organised by our Office.

---

**AWARD:** Real Estate Industry Award 2010  
**HOURS:** 8.30am to 5pm Monday to Friday  
**PROBATION PERIOD:** 3 Months  
**DRIVERS LICENCE:** Preferred.

**Sales & Management, Certified Valuers**  
Suite 2/161-169 Baylis Street (PO Box 2259), Wagga Wagga  
Telephone: (02) 6921 5677 Fax: (02) 6921 6652  
Email: [greq@prowagga.com](mailto:greq@prowagga.com)