

Job Title: Property Manager

Location: Cape Town

Employment Type: Full-Time

Reports to: Director

Job Overview

We are seeking a motivated and detail-oriented **Property Manager** to oversee daily operations and management of our portfolio of properties. As a key player in our team, you'll be responsible for overseeing a wide range of functions, from building and nurturing relationships with brokers, negotiating leases, and managing renewals, to handling financial tasks such as budgeting and property management accounts. You'll also need a solid understanding of the day-to-day operations of the properties under your management, ensuring everything runs smoothly and efficiently across all areas. The Property Manager will be responsible for ensuring properties are well-maintained, tenants are satisfied, and compliance with all applicable regulations. The ideal candidate will bring excellent communication skills, experience in property management, and a proactive approach to solving property-related challenges. Additionally, Your focus will also extend to **process management, data governance**, and ensuring the efficient operation of all properties under your management. You will be the **superuser** of our property management system, ensuring its effective use and continuous improvement. You will lead and manage a dedicated team, focusing on enhancing team morale, promoting professional development, and ensuring high levels of performance across all functions.

Key Responsibilities

1. Tenant Relations and Lease Management

- Manage tenant relationships by addressing inquiries, complaints, and requests promptly and professionally.
- Oversee lease agreements, including negotiating lease renewals, preparing new leases, and ensuring compliance with lease terms.
- Prepare renewal sheets with information on current and budgeted charges.
- Conduct tenant move-in and move-out inspections.
- Ensure tenant installations and criteria needs analysis are conducted and attended to timeously and within budget and expectation.
- Ensuring that all documentation procedures are correct and manage outstanding leases and tenant correspondence.
- Approve expenses letting deals and tenant installations within authority levels.
- Monthly reporting on GLA / vacancy movements.

2. Facilities Management Property Upkeep

- Oversee and manage the day-to-day operations of assigned commercial properties.
- Manage all services related to repairs and maintenance.
- Negotiate and maintain Service Level Agreements (SLA) with service providers (including lift services, cleaning, security, air conditioning, electrical transformers, generators, etc.).
- Ensure buildings are maintained to appropriate standards.

- Conduct regular property inspections to ensure compliance with safety standards and identify areas for improvement.
- Liaise with vendors and contractors to obtain quotes, schedule work, and supervise maintenance and renovation projects.
- Management of capex alongside the Facility Manager.
- Management of risk alongside the Facility Manager.
- Ensure tenants adhere to OHS Act and other statutory requirements.
- Monitoring of insurance claims.
- Participation in development related matters

3. Financial Management and Reporting

- Prepare, manage, and track property budgets, ensuring cost-effective operations.
- Oversee rent collection, follow up on arrears, and manage tenant billing.
- Maintain accurate records of all expenses, lease agreements, and financial transactions related to properties.
- Manage utility recoveries
- Evaluate municipal accounts and implement cost saving measures.
- Approve and check invoices and City Council accounts.
- Prepare motivation for income and expenses which are unbudgeted
- Prepare monthly reporting on income statements (variances), vacancy and leasing related reports within the deadline parameters
- Preparation and distribution of monthly management meeting pack to the landlord as well as quarterly property portfolio packs to the board of directors

4. Marketing and Vacancy Management

- Develop and execute marketing strategies to attract prospective tenants and reduce vacancy rates.
- Conduct property viewings, manage online property listings, and screen prospective tenants.
- Work with the leasing team to process tenant applications and background checks.

5. Legal and Compliance

- Ensure compliance with property-related local, state, and national regulations.
- Stay informed about changes in property laws and adjust property policies as necessary.
- Assist in resolving legal disputes with tenants, as well as handle evictions when necessary.

6. People Management & Stakeholder Management

- Performance Management.
- Training & development Skills gaps determined - development plan per employee
- Lead, inspire, and manage a team of property management professionals. Foster a positive team culture, focusing on morale, motivation, and personal development. Set clear objectives and provide guidance and support to ensure the team's success.
- Stakeholder Management: Build and maintain strong relationships with key stakeholders, including tenants, service providers, and the landlord's office (client). Ensure effective communication and collaboration, managing expectations and resolving issues promptly. Represent the company professionally in all dealings with stakeholders, ensuring tenant satisfaction and smooth operational processes.

7. General / Other

- **Process Management (Internal and External):**
 - Streamline and manage internal workflows and processes, ensuring that operations are efficient and compliant with company standards. Oversee external processes such as tenant relations, lease negotiations, and renewals, ensuring all aspects of property management are handled professionally and timely.
 - **Data Governance:**
 - Take ownership of the integrity, accuracy, and accessibility of property-related data. Develop and enforce data management policies, ensuring all property data is up-to-date, secure, and compliant.
 - **Property Management System Superuser:**
 - Serve as the superuser of the property management system, ensuring its efficient use across the team. Train and support team members in the system, troubleshoot issues.
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Qualifications

Education

- Bachelor's degree in Property Management, Real Estate, Business Administration, or a related field preferred.
- Relevant certifications, such as Certified Property Manager (CPM) or Real Property Administrator (RPA), are a plus.

Experience

- Minimum of 5 years of experience in property management, real estate, or a related field.
- Proven experience with budgeting, financial management, and handling property maintenance.
- Sound leasing management experience required.
- Previous experience in Capex budgeting forecasting and management.
- Exceptional working relationship builder at all levels, with a consultative approach
- Appropriate people management skills.
- Must have a sound understanding of property market trends.
- Strong negotiation skills
- Sound understanding of lease agreements and accounting principles
- Intelligent self-starter who shows initiative and have the ability to work autonomously / with little guidance
- Strong organisational ability and attention to detail orientated.
- Ability to work well under pressure and deadline focused.

Skills

- Strong communication and negotiation skills.
- Proficiency in property management software and Microsoft Office Suite.
- Excellent organizational skills with the ability to multitask and prioritize.
- Strong problem-solving skills and attention to detail.
- A proactive, problem-solving mindset and a passion for continuous improvement.

Additional Requirements

- Valid driver's license and reliable transportation (if travel between properties is required).
- Flexibility to work outside of standard office hours when needed for emergencies or tenant requirements.

What We Offer

- Competitive salary package.
- Opportunities for professional development and growth within a dynamic team.
- Supportive and collaborative work environment.

To Apply: Please submit your resume and a cover letter to Wayne van der Vent at wayne@quoinfm.co.za