

# Property Portfolio Manager

<b>Remuneration:</b>	cost-to-company
<b>Location:</b>	Johannesburg, Bedfordview
<b>Job level:</b>	Mid/Senior
<b>Company:</b>	<a href="#">Solver Property Services</a>

## Property portfolio manager job description

### Purpose of the role:

The Portfolio Manager [PM] for Solver Property Services [SPS] will be responsible for the effective and professional management of all Community Schemes [client] within his/her portfolio. The PM will have advanced knowledge of the industry. The PM will be comfortable in managing junior staff and must have a fair understanding of internal staff management and procedures.

Over and above the standard requirements of a portfolio manager, the PM's main objectives will include:

- Maintain and uphold the administrative, financial, and secretarial requirements of the client per the management agreement between the CLIENT and SPS.
- Manage the relationship with the client to promote and secure successful and ongoing customer relations.
- Resolve issues that arise and on all levels of the agreement timeously and ensure completion within the desired time frames.
- Advise and assist on all Regulatory requirements by being confident in applying the required laws and other governing the Property Management environment.
- Report on any financial challenges and secure a viable financial continuation of the client's financial well-being by effectively applying to budget and securing adequate income from levies and other sources.
- Advise and apply to the interest of the client the specific rules applicable to the successful management and upholding of the required standards within the client's environment.
- To ensure effective cooperation and teamwork amongst the support departments within the SPS group of companies to the benefit of the client's needs and agreed outcomes.
- The effective utilisation of the internal company software systems, systems, and processes to properly perform the duties assigned to the position of PM.
- Be proficient in the environment of property management.
- The SPM will be responsible for his/her own portfolio and be required to manage other, more junior portfolio management teams.
- To have a high work ethic and be an example to more junior staff.
- The PM should be the primary contact for the trustees/directors of the client whilst the portfolio manager administrator fulfills a support structure and attends to queries from owners

### General summary duties and responsibilities client:

- Provide and advise on beneficial solutions to problems that the client may have.
- Manage, guide, and advise the trustees/directors of the client.
- Source options and obtain support structures where needed, such as engaging with legal practitioners and competent service providers

- Accept liability and accountability for any issue, problem, and task that affects the client and ensure that it is completed within the required timeframes agreed upon.
- Involve the assistance of SPS Management should it be required.
- Understand the individual needs of each client.
- Ensure that the systems and reporting to the client are adhered to.
- Taking ownership and being the primary contact to the trustees/directors of the client.

### **SPM job description**

#### **Internal:**

- Use and apply all systems provided.
- Utilise and engage all support functions and engage with the various departments to achieve and complete the required outcome of all the client's requirements.
- Ensure timeous completion of all SPS deadlines and report on weekly and monthly key activities.
- Ensure that all offerings and products of SPS are offers and promoted to the client to ensure a comprehensive management platform.
- Protect the interests of the company.
- Train, develop and manage staff.
- Attend courses / learning that the company provides
- Professional conduct. The SPM to have a high work ethic and be an example to more junior staff.

#### **Accountabilities:**

### **SPM job description**

You will be directly accountable for:

- Meeting all regulatory deadlines. [Audits and AGM's].
- Completing reporting deadlines to both the client and management.
- Effectively resolving all issues and completing communication deadlines of the client.
- Continuous enhancement of industry legislation application.
- Continued training and development to ensure that the service and advice to the client are mainlined on a high level.
- Upholding a positive office relationship with fellow staff members
- Identifying and reporting to management on possible shortcomings or issues that may cause concern.
- Take ownership of your duties and execute them with professionalism and dedication.
- Use processes, systems, IT systems, and controls to ensure the best and most professional customer service experience.
- Effective client relationship management.
- Achieving the 24 hours turnaround time on communications and deadlines to ensure world-class service delivery and customer experience using the 1st time right approach.
- Must be able to facilitate and oversee the management of junior staff and provide a supporting role to them.
- Must be able to facilitate and complete tasks associated with the professional management of services offered to the client by supporting management in duties and tasks assigned.

**No chancers**, kindly forward your CV should you meet the above requirements to [hrmanager@solver.co.za](mailto:hrmanager@solver.co.za)

Should you not hear from us within 14 days, please consider your application unsuccessful.

Posted on 19 Mar 09:28, Closing date 18 May

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HR Manager

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