



Job Title:	Property Maintenance Coordinator		
Department/Group:	Property Maintenance	Location:	Hereford
Level/Salary Range:	Negotiable depending on experience	Position Type:	Full Time
Company Car:	No		
Line Manager:	Property Maintenance Manager/Lettings Manager		

Overview:

A HIGHLY MOTIVATED INDIVIDUAL WITH AN EYE FOR DETAIL, GOOD AT PROBLEM SOLVING AND THE DESIRE TO SUCCEED AND THE WILLINGNESS TO GO THE EXTRA MILE. CUSTOMER SERVICE IS AT THE HEART OF ALL YOU DO, YOU LOVE TO DO THINGS YOURSELF BUT ARE ALSO A GREAT TEAM PLAYER.

Job Description

ROLE AND RESPONSIBILITIES

TO ASSIST WITH MANAGEMENT OF OUR PROPERTY PORTFOLIO OF MANAGED PROPERTIES IN ORDER TO MAXIMIZE THE RETENTION OF PROPERTIES AND CLIENTS. YOU WILL WORK CLOSELY WITH AND SUPPORT THE LETTINGS TEAM TO ENSURE THAT ALL TENANCIES RUN SMOOTHLY AND MAINTAIN THE COMPANY’S BRAND AT ALL TIMES.

- Deal with the management of all property maintenance issues.
- Liaise with landlords, tenants and contractors for maintenance works to be carried out on properties.
- Keep landlords informed on a regular basis regarding the progress of maintenance works.
- Arranging Gas Safety Test Certificates, Electrical Certificate and all other legal documents to ensure that all managed properties are legally compliant.
- Arrange and carry out property inspections, check outs and inventories
- Arrange EPCs where necessary
- Report findings of reports to landlords and arrange remedial works and follow-up visits if required.
- Ensure all contractors have current Liability cover and carry out periodic inspection of completed works to ensure that they are fit for purpose, competitive and to an acceptable high standard.
- Process contractor invoices for payment.
- Advise utility companies of new tenancies or change of occupants.
- Manage all tenancy renewals and rent increases.
- Serving relevant notices where necessary.
- Manage deposit returns and disputes.
- General administration and filing duties.
- Assist with the day to day duties in the maintenance and lettings department by dealing with telephone, email and portal enquiries where necessary.
- Carry out viewings on behalf of the lettings department when necessary.
- Take an active part in team discussions.
- Prepare and report performance figures to the Directors when required.

QUALIFICATIONS AND EDUCATION REQUIREMENTS: Math’s and English at a minimum of C pass at GCSE level

PREFERRED SKILLS: Current clean driving license, computer literate, strong communication skills both oral and written, organised and able to prioritise workload, ability to handle difficult situations

ADDITIONAL NOTES: Previous experience in a similar role preferred