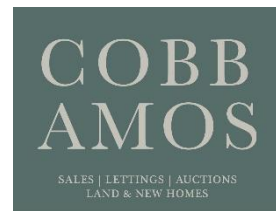


PROPERTY MAINTENANCE CO-ORDINATOR



Lettings

Reporting & Accountable to Company Directors.

Overview

To be responsible for managing a portion of our Landlord portfolio. You will assist tenants and Landlords by arranging contractor visits for repair and maintenance works. You will be responsible for tenancy renewals and will work closely with the Lettings team to ensure all tenancies run smoothly.

Responsibilities

- Dealing with the management of reactive property maintenance issues and repairs
- Liaise with Landlord, 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
- Arrange and carry out property inspections, check outs and inventories when required
- Organising any proactive maintenance issues or repair works required which have been highlighted from an inspection or checkout
- Report findings of reports to Landlords and arrange remedial works and follow-up visits if required
- Process contractor invoices for payment
- Manage all tenancy 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
- Take an active part in team discussions
- Prepare and report performance figures to management when required
- Carry out Inventories, Check Outs and Inspections
- Contractor onboarding
- Dealing with contract surrenders and contract releases

Personal Characteristics

<i>Characteristic</i>	<i>Importance</i>
1 year administration experience	<i>Preferable</i>
Desire to engage effectively alone or as part of a team	<i>Essential</i>
Able to work efficiently alone or as part of a team	<i>Essential</i>
Strong communication skills, both oral and written	<i>Essential</i>
Organised and able to prioritise workload effectively	<i>Essential</i>
Good interpersonal skills and tenacity in making high call volumes	<i>Essential</i>
Strong character that is able to handle and deal with difficult situations	<i>Essential</i>
Passionate about doing a brilliant job	<i>Essential</i>
Sales skills/ability to ask probing questions and be able to close	<i>Essential</i>
Computer literate on CRM entry and mindful of data & GDPR	<i>Essential</i>
Displays tenacity and determination to succeed	<i>Essential</i>
Able to think on their feet in changing situations	<i>Essential</i>
Capable of recording and taking responsibility for figures	<i>Essential</i>
Ability to meet targets and deadlines	<i>Essential</i>
Maths and English grade 4 or above (Grade C)	<i>Essential</i>
Rent Smart Wales Agents License	<i>Preferable</i>

Additional Notes:

Current full clean UK driving license and insurance covering business use is required.

Use of own car/ability to commute to office location

Will be required to obtain a Rent Smart Wales license.

Will be required to work every other Saturday 9am – 1pm.

Based at our Hereford office.