



JOB DESCRIPTION

**GENERAL MANAGER**

|                        |   |                      |  |
|------------------------|---|----------------------|--|
| <b>Position Title</b>  | GENERAL MANAGER   | <b>Job Grade</b>     | -  |
| <b>Department</b>      | Administration  | <b>Reports to</b>    | Executive Director                           |
| <b>Office Location</b> | Mirage International<br>Property Consultants                  | <b>Visa Status</b>   | Sponsored                                    |
|                        | PO Box 22621<br>Salwa Road (Jarir<br>Bookstore Complex), Doha | <b>Hours of Work</b> | 08:30 - 18:00 from<br>Saturday thru Thursday |

**Purpose Statement**

To guide Mirage Property Consultancy business into the future with planned growth ensuring that all stated objectives, aims and targets are met and lead to the overall company and group goal. This is a busy role particularly as it encompasses a wide variety of operational areas including Finance, Administration, Human Resources, Facilities and Marketing. As well as managing day to day activities in these areas, the General Manager is expected to make a positive, pro-active contribution to strategic planning and policy implementation for the whole business.

**Key Relationships**

|                      |   |   |
|----------------------|---|---|
| Supervision Received | - | Executive Director and CEO                      |
| Supervision Given    | - | Branch Manager, Property and Facilities Manager |
| Internal Contacts    | - | All Mirage employees, HOS                       |

**Duties and Responsibilities**

- In conjunction with the Executive Director, create and implement an annual overall strategic development plan of Mirage business.
- In conjunction with the Executive Director, create an annual forecast plan of Mirage's financial growth projection.
- Develop commission structures and targets for the sales and leasing team.
- In liaison with the Executive Director, take primary responsibility for development of budgets throughout the business and ensure that they are met and to time.
- In conjunction with the Group Finance Manager, develop processes and policies for accurate and timely completion of financial reports to owners and Executive Director.
- In conjunction with Group Head of Human Resources, to develop the manpower planning and budget.
- Ensure all property management fees and ancillary charges are billed and collected in timely fashion.
- Ensure that all sales revenue are billed and collected in timely fashion.
- Review and approve petty cash expenditure.
- Review and approve all accounts payable invoices and ensure payment in accordance with terms.
- Oversee and develop a procedural manual for all administrative tasks.
- Ensure internal policy is in-line with Group policy and reviewed annually.
- Handle core procurement and other sundry supplies as required.

- Act as key liaison on behalf of the business for all IT matters with Group IT department.
- Ensure property management database software is accurate and up to date at all times.
- Keep up to date with legislation and demonstrate an awareness of approaching changes.
- Pre-empt legislation issues which may affect the properties under our control ensuring that the team members and clients share this knowledge.
- Proactively develop service levels across the business to exceed client expectations, advising clients of management set-up.
- Manage effective feedback mechanisms for all clients and lessees and regularly take proactive steps to improve client/lessee/agent relationships.
- Monitor measure and report on organizational development plans and achievements within agreed formats and timescale.
- Prepare and submit quarterly report on general business progress and developments to the Executive Director at Head Office.
- Proactively anticipate areas of conflict within the business. Take appropriate action to address any areas identified and how they can be avoided.
- Deal and manage Mirage staff and property insurance accounts.
- Ensure that third party suppliers and contractors are insured and licensed.
- Keep up to date with property market activities locally and internationally.
- Seek out new opportunities and gaps in the market.
- Develop new business and generate new revenue streams.
- Promote the business through various marketing channels and communications.
- In-conjunction with IT department work on production and submission of print advertisement.
- In conjunction with IT department work to improve, develop and update business website.
- Act as “ambassador” for Mirage Property within wider Qatar community.
- Ensure detailed snagging working is carried out prior to taking over any properties and new development.
- Ensure full condition of property checklist is carried for all Mirage managed properties.
- Visit properties within the portfolio as necessary and in accordance with service standards in the management agreement.
- Manage and secure all business assets within all of Mirage business premises.
- Manage cleaning contract and ensure interior and exterior of all Mirage business premises are kept in good order.
- Manage external maintenance contract and ensure general maintenance routines are adhered to and any repairs are fixed promptly.
- Ensure that internal maintenance team responds promptly to requests.
- Regularly monitor service delivery of all contractors; internal and external.
- Manage any building improvement to all Mirage premises with minimal disruption to tenants and staff.
- Direct and supervise caretaking and security staff as required in the day to day maintenance and cleaning issues.
- Carry out risk assessments at the work place and all Mirage business premises and facilities.
- Ensure all Mirage (managed) premises are regularly assessed and appraised.
- In conjunction with the Executive Director and Human Resources Division prepare and update as necessary all job descriptions.
- In conjunction with the Executive Director and Human Resources Division prepare and

submit recruitment advertisements.

- In conjunction with the Executive Director and Human Resources Division prepare and issue all staff contracts and addendums.
- Ensure that all Head Office Human Resources policies and procedures are being adhered to and practiced at the workplace.
- Ensure the best practices are developed and implemented at the workplace.
- Conduct biannual staff appraisals and performance review and report feedback to Human Resources at Head Office.
- Implement Group HR Disciplinary Policy and Procedure where appropriate.
- Provide In-house training sessions for agents to improve sales techniques.
- Supervise and motivate all department staff, including accounts, administration and caretaking team.
- Delegate and manage staff responsibilities and accountabilities.
- Encourage open lines of communication and reporting culture.
- Conduct regular team meetings with the aim of discussing problems, agreeing solutions and exchanging information.

#### **Job Requirements**

- Knowledge of property management and consultancy
- Knowledge of property management and financial strategy
- Knowledge of business management and administration
- Knowledge of real estate marketing
- Knowledge of human resource administration and supervision
- Ability to develop and implement policies and procedures
- Solid commercial awareness
- Ability to read and understand leases and contracts
- Effective written, verbal and listening communications skills
- Attention to detail and high level of accuracy
- Negotiation skills
- Analytical and problem solving skills
- Good judgment and decision making skills
- Conflict management and resolution
- Excellent interpersonal skills
- Team management and building skills
- Ability to appraise and organizational skills
- Time management and multitasking skills
- Customer service orientation

#### **Qualifications**

- More than 12 years of experience in property leasing, sales and facilities management.
- A relevant diploma or degree from an accredited institution or professional qualifications is preferred.
- A high standard of written and spoken English is a must.
- Ability to speak Arabic is an advantage.