

PROPERTY MANAGER

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| Position Title | PROPERTY MANAGER | Job Grade | - |
| Department | Administration | Reports to | General Manager |
| Office Location | Mirage International Property Consultants | Visa Status | Sponsored |
| | PO Box 22621 Salwa Road (Jarir Bookstore Complex), Doha | Hours of Work | 08:30 - 17:30 from Saturday thru Thursday |

Purpose Statement

The Head of Property Management has the overall responsibility for ensuring that Mirage Properties are managed in a coherent manner that reflects high quality service, client satisfaction are met and value for money are achieved. The Head of Property Management's main aim is to work towards keeping up property standards and commercial value.

Key Relationships

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| Supervision Received | - | CEO, General Manager & Operations Manager |
| Internal Contacts | - | All employees within Mirage |
| External Contacts | - | Suppliers, Tenants, Staff of Artan Holding and its subsidiaries |

Duties and Responsibilities

- In-conjunction with the MD, create an annual financial forecast plan for the property management department
- Ensure budgets are met and to time
- Ensure all property management fees and ancillary charges are billed and collected in timely fashion
- Develop and keep under review Mirage Asset Management Strategy, ensuring the adequacy of stock condition data, stock allocation data are managed and maintained accurately
- Appraise/assess regularly company owned properties to keep up the property standards and commercial value
- Work closely with the Maintenance Department to ensure maintenance costs of managed properties are kept minimal without compromising on service quality
- Prepare and submit quarterly report on department progress and developments to the MD
- 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
- Work closely with inter-company departments to ensure information regarding the state of readiness/availability of all managed stock is up to date and accurate to maximize

occupancy levels

- Manage effective communication between clients, landlords and suppliers in order to forge strong business relationships
- Ensure that all customer complaints are dealt with effectively and to a satisfactory conclusion
- In-conjunction with the Group Procurement Department, select, manage and control suppliers and contractors required to secure the delivery of products and services on time, to quality standard and within budget
- Regularly monitor service delivery of contractors; internal and external
- Ensure that third party suppliers and contractors are insured and licensed
- Ensure the security and up keep of all company property at all times
- Ensure Property Management Database is updated daily with all relevant information needed to ensure smooth running of the property maintenance department and accurate management reporting
- 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
- Manage effective feedback mechanisms for all clients and lessees and regularly take proactive steps to improve client/lessee/agent relationships
- Ensure the Company brand and reputation is unrivalled within the Property Management Sector
- Proactively anticipate areas of conflict within the business. Take appropriate action to address any areas identified and how they can be avoided
- In conjunction with the MD prepare and update as necessary all departmental job descriptions
- Organize and support the property management team and drive them in achievement of individual targets
- Establish the daily working activity of the team to enable accurate feedback to the MD
- Ensure that all Head Office HR Policies and Procedures are being adhered to and practiced at the workplace
- Ensure that best practices are developed and implemented at the workplace
- Conduct biannual staff appraisals and performance review and report feedback to MD and Group HR department at Head Office
- Implement Group HR Disciplinary Policy and Procedure where appropriate
- By example and leadership, ensure that a culture of putting clients at the heart of the business and of delivering excellent customers service is embedded across Mirage
- Supervise and motivate staff
- 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
- Knowledge of financial strategy
- 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 develop people
- Very effective planning and organizational skills
- Time management and multitasking skills
- Customer service orientation