

Property Manager – Birmingham

Company description

Complete Ltd was incorporated in Hong Kong in 2008 and since then have gone from strength-to-strength managing over 800 properties across 13 global markets offering a comprehensive, dynamic and complete end-to-end process to support clients in building wealth through smart property investing. Our modest team based in Birmingham is expanding rapidly and growing in line with the rest of the company. With expansion into other Northern cities throughout 2018 and 2019 we are currently looking for experienced property managers to join our team.

Responsibilities

- Follow up and respond to all customer queries in a timely manner
- Build and foster relationships with tenants, landlords, colleagues and suppliers
- Minimize void periods by monitoring expiring tenancies and negotiate rental renewals in line with market trends
- Constantly monitor and curtail any rental arrears
- Administration of tenant procedures including referencing and producing statement of accounts
- Producing and updating AST agreements
- Organising check-in and check-out inventory inspections
- Booking property inspections and producing landlord reports
- Understanding rental statements and identifying discrepancies
- Logging deposits with DPS scheme, itemising deposit deductions and dealing with DPS claims
- Organise repair quotes and works as necessary, including new build defect issues
- Utilisation of invoicing and payment systems
- Use management software system in line with business operating requirements
- Prioritize daily workload and work to deadlines
- Apply outside-the-square approaches to daily problem solving
 - Have a general understanding of the sales market in order to correspond with clients and respond to queries. Work alongside Sales and Compliance manager to provide clients with market valuations and obtain signed Terms of Business where they wish to proceed. Once clients are added to the necessary AML system hand over to the S&M manager and where necessary work together to book and conduct viewings. Where necessary property managers will also be expected to carry out viewings and provide market feedback to their portfolio landlords.

Requirements

- Customer service is paramount
- Accuracy and attention to detail
- Time Management
- Relationship Management with key-stakeholders
- Influencing and negotiation skills
- Ability to work as part of a team with innovative contributions
- Enthusiastic, positive outlook
- Excellent communication skills

Additional information

- Reports to Associate Director & Senior Property Manager
- Based in Birmingham, Jewellery Quarter
- Dynamic working environment in a high growth company