



## **Trainee Property Manager, London**

Complete Prime Residential are the leading partner for investors and overseas landlords who spread the complexities of management of their residential investment assets across international markets. With overseas landlord specialists based across the globe with operations in 13 markets with offices in London, Manchester, Berlin, Hong Kong, Birmingham and Liverpool.

Complete Prime Residential's London office is based in central London, with our London lettings and management, finance, operations, client services and marketing teams working out of this office.

### **Job Profile**

A Complete Trainee Property Manager will support the Property Management Team dealing with most aspects of the Residential Lettings and Management process including Licencing applications, processing invoices, CRM data inputting and updating

Our portfolio is split into two teams – north and south of the river Thames.

### **Responsibilities (but not limited to)**

- Follow up and respond to all customer queries in a timely manner
- Build and foster relationships with tenants, landlords and suppliers
- Process Selective Licence applications
- Upload invoice for payments in a timely manner
- Use management software system in line with business operating requirements
- Encourage positive online company reviews, particularly Google Reviews

### **Requirements**

- Minimum 12 months comparable experience
- Customer service is paramount
- Accuracy and attention to detail
- Be organised, able to prioritise, manage time efficiently and work to deadlines
- Relationship management with key-stakeholders
- Influencing and negotiation skills
- Ability to work both autonomously and collaborate with the team
- Enthusiastic, positive nature
- Apply outside-the-box approaches to daily problem-solving

### **Additional information**

- Reports to the Senior Property Manager in team