



VACANCY

SUPERVISOR LEASEHOLD MANAGEMENT: EAST LONDON PERMANENT CONTRACT: GRADE 14 (TOTAL COST TO COMPANY)

- The incumbent will be responsible for supervising the operational leasehold management functions of the region.
- The role will entail verification of prospective tenants, facilitating the approval of tenant applications and finalisation of contracts; supervising the lease renewal process to ensure timely renewals; supervising rental collection, property administration and lease administration; and resolution of leasehold queries and problems.
- The role also entails ensuring timely property and lease administration, monitoring and reporting, customer relationship management, rental and debt collections, including effective record keeping.

KEY DUTIES AND RESPONSIBILITIES

The Key Performance Areas will encompass:

Rental Collection

- Convene weekly meetings to ensure that rental and debt collection processes are being implemented according to policy and documentation is updated and filed.
- Supervise rental collection, property administration and lease administration to ensure that it is in line with policy requirements.
- Reconcile monthly rent roll to ensure accuracy and correct billing of tenants.
- Recommend acknowledge of debt for approval and monitor the honouring of payment commitments.
- Liaise with the debt collection department to provide recommendations for legal and collection processes.
- Manage the implementation of business process mapping to improve efficiencies and effectiveness.

Property Administration

- Facilitate interaction with facilities management unit for sign off of pre and post inspection documentation.
- Market the ECDC vacant properties to prospective tenants aligned to strategic objectives.
- Monthly interaction with facilities management to ensure resolution on maintenance queries and requests.

Lease Administration

- Supervise the lease renewal process to ensure timely renewals prior to expiry date.
- Market and manage rental units to minimise vacancies, and evaluate applications using credit ratings and tenant affordability analysis.
- Review, recommend and present lease application to Properties Allocation Committee after approval from the Property Manager
- Analyse monthly staff reports and supervise action to be taken to comply with policy requirements.

Customer / Stakeholder Relationship

- Build sustainable relationships with key tenants to ensure continued increased tenancy of the ECDC properties.
- Enhance interpersonal relations and team-building with colleagues to increase loyalty issues and secure the Corporation's integrity.
- Resolution of more complex leasehold queries and problems.

Monitoring and Reporting

- Review legal monthly reports and make recommendations to speed up finalisation of handed over matters and attend court cases when required.
- Review and consolidate regional property administrator (leasehold) reports.
- Recommend remedial action for problems identified in the monthly staff reports.
- Manage implementation of leases approved at PAC.

Risk and Compliance

- Implement controls within the section which minimize potential risk to stakeholders.
- Manage preparation and support of all internal and external audits.
- Ensure monthly, quarterly, and annual reports are prepared accurately, maintained, and submitted timeously to all stakeholders.
- Participate in management fora within ECDC, contributing expertise to enable sound decision making.

People / Performance management

- Performance management of regional property coordinators.
- Training and development of regional property administration staff.
- Implement performance improvement and recommend disciplinary action for regional property staff where necessary.

MINIMUM REQUIREMENTS

- National Diploma or equivalent in Property Management, Business Administration or a commerce related qualification with property management experience. Certification or accreditation by SAPOA (South African Property Owners Association) will be an added advantage.
- A minimum of 3 years working experience of which 2 years must be in management of properties and tenants.

This is a permanent contract position, and the successful candidate will be subjected to signing of a performance contract and verification of qualification. If you have not been contacted within 8 weeks after the closing date of the advertisement, please regard your application as unsuccessful.

In making these appointments, ECDC reserves the right to apply the principles enshrined in the Employment Equity Act, its policies and plans.

Please send your detailed CV and certified copies of qualifications to

The Human Resources Department

Tel: (043) 704 5783

Email: humanresources@ecdc.co.za

Closing date: 8 March 2024
