



Job Title: Property Manager (Experienced)

- **Department:** Property Management
- **Reports to:** Principal & Operations Manager
- **Employment Status:** Full-Time
- **Remuneration:** \$75,000 - \$85,000+ per annum (gross) plus superannuation (commensurate with portfolio experience, performance, and tenure).

Hours & Environment

- **Hours:** 38 hours per week (negotiable), structured across a flexible 10-day fortnight. Daily start and finish times can be negotiated to support family, school, or personal commitments.
- **Physical Requirements:** A combination of office-based portfolio management and site visits. Must possess a current Australian driver's licence and a reliable vehicle.

Leave Entitlements

- **Annual Leave:** 4 weeks paid annual leave per year, accrued progressively in accordance with the *Fair Work Act 2009* (Cth) and subject to standard agency approval procedures.
- **Leave Loading:** 17.5% leave loading applies to paid annual leave periods in accordance with the Real Estate Industry Award.
- **Personal/Carer's Leave:** 10 days paid personal/carer's leave per year, accrued progressively.

Vehicle & Travel Allowances

- **Motor Vehicle Allowance:** \$0.98 per kilometre for all portfolio-related travel, up to a maximum of 400km per week.
- **Compliance Requirement:** A daily logbook must be maintained, recording odometer readings, dates, and trip purposes to substantiate all allowance claims.

Role Overview

The Property Manager is an autonomous role responsible for the comprehensive day-to-day management of a residential property portfolio, alongside a small commercial

portfolio. This role requires a seasoned real estate professional capable of managing end-to-end property operations, statutory compliance, and complex tenancy matters with high-level judgement and confidence. The Property Manager serves as the primary advisory contact for landlords and renters, drives team efficiency, manages trust accounting workflows, and supports the development of entry-level staff.

Key Responsibilities

Portfolio & Compliance Management

- Manage an established residential and small commercial portfolio in strict accordance with the *Residential Tenancies Act 2010* (NSW) and agency policies.
- Maintain full oversight of portfolio compliance, including smoke alarms, statutory minimum housing standards, and insurance.
- Conduct routine property inspections, rental appraisals, property showings, and comprehensive ingoing/outgoing condition reports.
- Oversee complex or urgent repairs, liaising directly with landlords and approved contractors to preserve asset value.

Relationship & Dispute Resolution

- Build strong, trusted partnerships with vendors, landlords, and renters through calm, clear, and professional communication.
- Manage arrears proactively, handle lease renewals, and implement fair rent reviews.
- Resolve tenancy-related issues, complaints, and sensitive disputes effectively, representing the agency competently if required at NCAT.

Trust Accounting & Leadership

- Execute daily, mid-month, and end-of-month trust account banking processes, ensuring absolute financial accuracy.
- Oversee end-to-end new management onboarding and final bond release procedures.
- Work collaboratively with the Sales and Property Management teams to optimise business workflows.
- Provide mentorship, training support, and operational guidance to entry-level Associates and Virtual Assistants.

Skills, Attributes & Experience

- **Essential:** Proven experience managing a residential portfolio autonomously.

- **Essential:** Deep operational knowledge of PropertyMe, Zenu, and REI Forms Live.
- **Essential:** Strong financial aptitude with experience handling trust account transactions.
- **Essential:** Calm, assertive conflict-resolution skills and a professional approach to problem-solving.
- **Credentials:** An active NSW Property Manager Licence (Class 2 or Class 1) or a senior-level Assistant Agent certificate with clear tenure.

Contact Zeta 0418 9971 64 or Jess 08 8088 4488 at First National Broken Hill for a confidential chat.