

Title:	Property Management Assistant
Based at:	Marlborough House, 298 Regents Park Road, Finchley London, N3 2UU
Hours of work:	Weekdays 9.00 – 17.30, 1 hour lunch

Job Purpose:

This role supports a wide range of activities within Crabtree Property Management with responsibility for day-to-day pre-defined duties in order to allow departmental personnel to concentrate on providing a range of client/resident specific services and deal with strategic matters. To assist the Property Manager in the effective management of the property portfolio by providing efficient and accurate support for the day to day running of each appointed block or development.

Main Duties and Responsibilities:

- Arrange cover for admin team with pool of Property Management Assistants when necessary.
- Allocate emails from general inbox when necessary – to include welcome@, info@, comms@ etc.
- Assist with management of admin team when necessary
- Assisting with clients and residents dealing with email, telephony, web and portal communication within agreed processes and guidelines, where possible progress through to completion.
- Support in raising work and key orders within authority guidelines with PM Department.
- Obtain quotations from contractors
- Contractor liaison and coordination regarding works orders, change of account details and invoicing details
- Liaising with the Health & Safety team with regard to contractor accreditation
- Ensure all systems e.g. QUBE diaries are updated and actioned

- Review and chase as necessary outstanding works and quotations ensuring that all 'jobs' are closed off
- Keep records up to date with full PM/Contractor details on the system
- Liaise with concierges/caretakers in respect of on-site issues
- Forwarding and dealing with Maintenance Requests from website.

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- Respond to pre-defined enquiries supporting all areas of the business within agreed processes and guidelines
- Take on individual projects as set by the Property Manager and Senior Management Team.
- Produce standard letters only i.e. Re-charges, DVLA on instruction from PM's. Mail merge communications as directed by the Property Manager
- Produce reports as required.
- Filing, Archiving and Scanning as per agreed parameters

Person Specification:

Knowledge and Skills attributes;

- Previous experience within the Property Management sector
- Excellent communication skills, both verbal and written
- Clear, concise and professional telephone manner
- Experience of listening and questioning with an ability to manage challenging situations
- Excellent customer service skills
- Ability to deal with inquiries and work as a productive member of a team in a customer focused environment.
- Confident user of Microsoft Office packages, including word, outlook and excel, databases, telephony systems and administrative procedures in a customer focused environment
- Good time management skills
- An effective team player - willing to help others
- A positive "can do" attitude
- A willingness to undertake further training including IRPM

Desirable but not essential;

- *Working with QUBE systems*