



## **ROLE DESCRIPTION**

**Role Title: Owners Corporations Manager**

**Reports to: Director**

## **PURPOSE OF THE ROLE**

To effectively manage and administer a portfolio of Owners Corporations (Residential / Industrial and / or Commercial).

## **KEY RESPONSIBILITIES**

1. Establish and maintain effective reporting relationships with relevant Owners Corporations
2. Provide administrative and management support to Owners Corporations as required, including, selection and maintenance of appropriate insurances, provision of routine and emergency maintenance of Owners Corporation areas.
3. Develop and prepare and maintain budgets for individual Owners Corporations and provide reports as required, including annual reports.
4. Ensure that all relevant financial reports and annual returns are accurate and complete.
5. Provide account payable and receivable services and collect contributions (from Owners Corporation members).
6. Convene, support and chair Annual General Meetings and special meetings as required.
7. Assist in the resolution of disputes affecting the Owners Corporation.
8. Ensure activities comply with relevant Acts, Regulations, Codes, legal demands and professional and ethical standards.

## **EXPERIENCE REQUIRED / DESIRED**

- Approximately 5 - 10 years' accounts clerical and office administration management experience within a service based organisation.
- Proven success in customer service and issues resolution.
- Industry experience is not essential, however knowledge of the property industry would be well regarded.

## KEY COMPETENCIES REQUIRED

- ***Builds Relationships*** – Ability to establish and grown effective relationships at any level and maintain them.
- ***Customer Orientation*** – Seeks to understand customer / client expectations and responds to their needs. Is conscious of the ‘stewardship’ nature of the role in the management of people’s funds.
- ***Organisational Skills*** – Is able to prioritise and plan multiple activities and meet objectives within established timelines and to budget. Seeks out and finds better ways to do things.
- ***Communications*** – Able to effectively communicate at all organisational levels and in any environment in both verbal and written form.
- ***Listening*** – Understands the meaning and the intent of the communication and responds accordingly.
- ***Attention to Detail*** – Owns the numbers, knows the numbers and their accuracy and completeness at all times.
- ***Decisiveness*** – Willingness to commit to a course of action.
- ***Business Acumen*** – Understands business principles and makes sound commercial decisions.
- ***Integrity*** – Maintains legal, social and organisational standards and values and honours commitments.

## ADDITIONAL REQUIREMENTS

- Incumbents will be required to undergo a Police Check prior to appointment.
- There will be a requirement to travel in line with the needs of the job – within Victoria and interstate.