

JOB DESCRIPTION FORM	
Job title:	Estate Officer / Housing Supervisor
Division/Department:	Housing Management Patterson Grade:
Date Prepared:	06-06-2018
Overall Purpose of the Job:	Oversee the management of allocated building/s including management of vacancies, service providers and maintenance of acquired buildings ready for tenanting. In addition ensures customers/tenants satisfaction levels are maintained at all levels.
Position Size Parameters:	<i>No direct reports</i>
Organisation structure and Reporting Relationships:	Reports to: Cluster Manager
Qualifications and minimum requirements	<ul style="list-style-type: none"> • A Valid Matric Certificate • A Qualification in Property Management, Administration or other suitable qualification; • A minimum of 3 years' experience in Property Management, preferably in an Estate or Building Management environment • Experience in the Municipal or Social Housing Sector' and estate projects will be advantageous; • Excellent time management, be efficient and productive and have the ability to multitask. • Basic Report writing skills • Basic computer skills is highly desirable and knowledge of MDA or Property/Tenant management portals will be an advantage.
Internal and External Relationships/Contacts:	Relationship with other role players within the cluster for support with maintenance and leasing, City of Johannesburg related entities and Contractors
Key Performance Areas:	<p>Finance Objectives:</p> <ul style="list-style-type: none"> • The JOSHCO project is effectively managed within agreed budgets • The process of rent collection from tenants is supported • Service providers invoices are received and processed within specified timeframe <p>Customer and Stakeholder Objectives:</p> <p>The Estate Officer within their care is properly managed in every respect in relation to the following key performance areas:</p> <ul style="list-style-type: none"> • Customer Satisfaction; • Create a good working relationship with tenants and uphold JOSHCO's reputation. • Service providers are properly managed • Assistance is given to ensure that external contractors are properly managed • Manage service providers on site and ensure quality service deliver to tenants. • Monitor cleanliness of buildings; • Compliance is maintained with all JOSHCO systems (performance management, HR, finance, Stakeholder information, reporting etc.) <p>Operational Objectives:</p> <p>Carry out routine Estates duties as required:-</p> <ul style="list-style-type: none"> • Building management includes management of vacancies, assist in rental collection, inspecting the building, review security or maintenance of daily incidents, monitoring cleanliness of the building and enforcing house rules. • All maintenance issues are logged and resolved within specified turnaround times and to quality specification • Ensure security of the building and its employees/ visitors/ contractors at all times.

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		<ul style="list-style-type: none"> • Conducts complete detailed inspections of the estate and prepare a complete report on each inspection. • Comply with all relevant Health & Safety regulations and assist JOSHCO in the implementation of the Health & Safety Policy. • Identify hazards/issues and potential hazards/issues, taking immediate remedial action if required and reporting as appropriate • Maintain the building safety including carrying out emergency procedures during fire alarms, earthquakes, etc. • Assist in the control of the car parking within the premises, including enforcing No parking areas/ manning the barrier at peak times. 	
		People Objectives: <ul style="list-style-type: none"> • KPA's are understood and achieved • The values of JOSHCO are understood and lived • Performance is constantly improved • New developments in the industry are understood and embraced. • Compliance maintained with all JOSHCO systems (performance management, HR, finance, Stakeholder information, reporting etc...) 	
Key Responsibility Area		Key Responsibilities	Key Performance Indicators
1. Building Management		<ul style="list-style-type: none"> ◆ Manage the vacancy levels in buildings through: <ul style="list-style-type: none"> ○ Assisting prospective clients ○ Facilitate viewing of vacant units ○ Vacancy audits ◆ Assist in rental collection process through: <ul style="list-style-type: none"> ○ Distributing rental statements ○ Distributing arrears letters ○ Providing support to tenants in interpreting rental statements ◆ Manage and report on the condition of the building through: <ul style="list-style-type: none"> ○ Inspecting the building and the grounds and identify key areas of concern ○ Reviewing any security or maintenance incidents ○ Monitoring cleanliness of buildings ◆ Inform Cluster Manager of any illegal activities in the building and of any tenant activities in contravention of the lease agreement. ◆ Perform any other functions as and when required 	<ul style="list-style-type: none"> ◆ Targeted vacancy levels achieved ◆ Building appropriately maintained ◆ Security and maintenance incidents addressed ◆ Building cleanliness' standards maintained ◆ Rental statements and arrears letters distributed timeously.
2. Customer Service		<ul style="list-style-type: none"> ◆ Receive customer queries with regards to maintenance ◆ Keep customers informed on progress of their queries ◆ Contact tenants and ensure that they are satisfied with the service delivered 	<ul style="list-style-type: none"> ◆ All queries and request for service are handled professionally and in a customer orientated manner ◆ Customers are kept informed on the progress of their complaints ◆ Quick response time in ensuring that maintenance

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		complaints are addressed.	
3. Maintenance	<ul style="list-style-type: none"> ◆ Address maintenance requirements as identified by tenants within defined timeframes ◆ Attend to minor maintenance 	<ul style="list-style-type: none"> ◆ Minor maintenance undertaken 	
4. Tenant Liaison	<ul style="list-style-type: none"> ◆ Welcome and induct new tenants ◆ Discuss house rules with new tenants ◆ Complete the snag list with new tenant and exiting tenants ◆ Complete the tenant exit process with existing tenants ◆ Establish tenant committees ◆ Communicate with and support tenant committee 	<ul style="list-style-type: none"> ◆ All tenants are aware of house rules ◆ Snag lists completed at tenant take on and tenant exit ◆ Tenant committees established and supported 	
KEY COMPETENCIES	GENERAL AND MANAGEMENT SKILLS: <ul style="list-style-type: none"> • Communication –(Intermediate) • Conflict Management – (Basic) • Relationship Management – (Basic) • Teamwork – (intermediate) • Financial, Accounting and Budgeting – (Basic) • Project Management (Basic) • Planning and Organising (Basic) • Problem Solving (Basic) 	TECHNICAL KNOWLEDGE AND SKILLS• <ul style="list-style-type: none"> • Basic understanding of plumbing, electrical, building maintenance • Intermediate IT skills (software) • Draw statistical and other reports 	ATTRIBUTES <ul style="list-style-type: none"> • Emotional control • Assertiveness • Interpersonal Skills • Attention to detail • Disciplined in following process • Innovation
Agreed by Job Holder	<i>Name printed</i>	Signature:	
Approved by Immediate Line Manager	<i>Name printed</i>	Signature:	
Approved by Divisional Executive or CEO	<i>Name printed</i>	Signature:	

No job description can be all embracing. The above statements are intended to describe the general nature of work being performed by incumbent. They are not intended to be an exhaustive list of all responsibilities, duties and skills required. In addition, if required, a job holder may be allocated to other temporary duties, provided these are in keeping with his/her status and experience.