



Johannesburg Social Housing Company

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**18 October 2023**

## **INTERNAL AND EXTERNAL ADVERTISEMENT**

The Johannesburg Social Housing Company SOC Limited (JOSHCO) mandate is to develop and manage affordable rental housing for the lower market as an integral part of efforts to eradicate the housing backlog of the City of Johannesburg. JOSHCO is a registered Social Housing Institution and is accredited by the Social Housing Regulatory Authority (SHRA). **JOSHCO invites suitably qualified and experienced persons to apply for the following vacant position.**

**Position :** Allocations and Tenant Management Officer X2  
**Employment Status :** Permanent  
**Department :** Housing Management

**Purpose of the Job:** The position is responsible to ensure that revenue to JOSHCO is optimised by ensuring that all units within an estate are fully occupied with tenants who are bound by a clear, legal, actionable and mutually beneficial signed lease and that the contractual relationship with tenants is effectively managed

### **Responsibilities (but not limited to the following):**

- All units within JOSHCO projects in the cluster are occupied at all times by tenants who are bound by a clear, legal, actionable and mutually beneficial lease agreements.
- The process of billing and rent collection from tenants is supported through cooperation with billing and finance
- JOSHCO Tenants in the cluster are satisfied with their leases and understand their contractual obligations
- Lease queries are dealt with quickly and efficiently
- The housing estates within the cluster meet the required occupancy and vacancy rate
- Leases are clear, legal, actionable and occasion few difficulties
- Departing tenants are properly managed, deposits repaid and terminated from the system
- Customer data is properly maintained on the property management system
- Compliance is maintained with all JOSHCO systems (performance management, HR, finance, Stakeholder information, property management, reporting etc.)
- Guide the prospective tenants through the leasing requirements.
- Process applications.
- Conduct all required reference and ITC checks
- Confirm employment and earnings
- Process qualifying applications on project waiting lists
- Open the tenant account and load the tenant information onto the property management system
- Receive requests from revenue for indigent tenants
- Process applications for rent relief

- Receive tenant notices of vacating premises
- Process the termination of the tenant.
- Process the necessary deposit refund.
- Terminate evicted tenants.

**Minimum job Requirements, interested applicants must be in possession of:**

- Grade 12
- Degree / National Diploma in Property Management / Public Management / Similar.
- A minimum of 3 years' experience in Property Management, preferably as an Estate Officer or in leasing or credit control environment.
- Experience in the Municipal or Social Housing sectors and estate projects is an advantage; and
- Basic computer skills
- **General Management Skills:** 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:** Accounting, Financial Management, Budgeting and, Monitoring and Evaluation.
- **Attributes:** Emotional Intelligence, Persuasion, Assertiveness, Interpersonal Skills, Attention to detail, Adaptability and flexibility, and Situational sensitivity.

**Application Procedure:**

Please take note that only online applications will be considered. Please apply by using the following link below, by either copying the link onto browser or click on the link:



<https://share-eu1.hsforms.com/1RSEYzfEYQle5QXNvQFR6rAew554>

JOSHCO is an equal opportunity and affirmative action employer, and all appointments will be made in accordance with the Company's Employment Equity Plan to promote its representivity (race, gender, and disability). Correspondence will only be limited to shortlisted candidates and applicants who have not been contacted within 6 weeks should consider their applications unsuccessful. JOSHCO reserves the right not to make an appointment.

**The Closing Date for Applications is 26 October 2023.**