

PROPERTY MANAGER TEAM LEADER

Ouwens Casserly Real Estate is Australia's fastest growing independent residential property firm - our success is borne of culture, professionalism and a genuine desire to help people reach their goals through property. As a result of sales growth, an exciting opportunity exists for a Property Management Team Leader to support the development of an effective and high performing team.

We are seeking an experienced Team Leader to inspire, support, monitor, lead and drive performance of the property management team ensuring the highest customer service levels are always prioritised.

Key responsibilities include:

- Monitor and drive performance of Property Managers
- In conjunction with the Director of PM and the PM leadership team implement the strategic plan
- To troubleshoot and support PM team members
- To field and resolve complaints
- Step in and support portfolios during leave and other times when needed
- To assist in the recruitment and retention of the PM team
- Manage the relationships between maintenance suppliers and PM team
- In conjunction with property management leadership team, develop the training and events calendar
- In conjunction with the PM leadership team continually develop and innovate the systems and procedures of the business
- Perform performance reviews quarterly and regular check-ins with all direct reports
- Work collaboratively with the leadership team
- Manage projects through scrum methodology with corporate and PM scrum committee
- Support the development of an effective and high performing team with high levels of team morale
- Provide accurate reporting and forecasting
- Stay up to date with competitor activity

To be successful in this role you will have:

- Demonstrated successful experience in Property Management
- Demonstrated successful leadership experience
- Outstanding presentation and communication skills
- Ability to deliver timely solutions and develop strong relationships with different levels of staff, management across the organisation and external clients/stakeholders
- Exceptional attention to detail, organizational and time management skills.
- Experience and skills in budget forecasting and management
- Ability to work under pressure within strict timeframes
- Excellent written and personal communication skills
- Competent in full Microsoft Office suite
- Flexible and adaptable to work outside core hours

As an industry leader, Ouwens Casserly requires the successful candidate to have the ability to engage and connect with the company vision and reflect the company values of Authenticity, Optimism, Passion and Precision. In return you will be provided with a fun, results and team focused culture to work in with attractive benefits.

Please send your application to Simone de Laine, People and Culture Manager – careers@ocre.com.au by 3rd January 2020. Confidential phone conversations are welcome on 0417 020 555.