

HAMILTON ISLAND POSITION DESCRIPTION

POSITION DETAILS

POSITION TITLE:	Property Manager – HIHH (Permanent and Holiday Rentals)	LOCATION:	Hamilton Island
DIVISION:	Hamilton Island Holiday Homes	DIRECT REPORTS:	Nil
REPORTS TO:	General Manager – HIHH; Rooms Division Manager	INDIRECT REPORTS:	Nil
DATE PREPARED:	September 2012		

JOB PURPOSE

Reporting to the General Manager – Holiday Homes you will be responsible for the management and development of Holiday Lettings and the production and management of letting agreements. This includes Trust accounting, property owner communication, and maintenance invoicing, ensuring we meet our legal statutory requirements.

JOB RESPONSIBILITIES (NOT LIMITED TO)

- Reads communication book and ensures they are aware of guest and tenant movements and any items requiring attention
- Produces and manages holiday letting agreements and permanent rental agreements
- Performs departure inspections on holiday letting/permanent rental properties to ascertain any wear and tear or damage which may be caused by guests or tenants
- Communicates both in writing and verbally with property owners as required
- Manages the trust accounting for all properties ensuring accurate records are kept and distributed as required
- Ensures all maintenance items are attended to promptly and invoices owners accordingly so that all legal statutory requirements are met
- Communications with the front office, reservations, conference and maintenance department as required, ensuring guest and tenant needs and requests are met if not exceeded
- Meets with the General Manager – HIHH and Rooms Division Manager regularly ensuring they are at all times aware of any areas of concern
- Performs regular inspections ensuring the properties are cleaned to HIHP, Caretakers and Body Corporation standards and are in good condition
- Liaises with Public Areas Cleaning Manager and Resort Presentation Manager to ensure all properties are well presented at all times
- Ensures allocated property vehicle is maintained in a clean, safe and roadworthy condition at all times and is driven in a safe and courteous manner at all times
- Performs emergency and volunteer work as required
- Performs any additional tasks as requested by Senior Management
- Administration skills consistent with REIQ requirements

EXPERIENCE & QUALIFICATIONS

- Higher School Certificate or equivalent (Essential)
- Must hold a REIQ Property managers license (Essential)
- Qld open / unrestricted drivers licence (Essential)
- Minimum 3 years experience as a Property Manager, preferably with holiday letting (Desirable)

PERSON SPECIFICATION/SKILLS

- Excellent communication and interpersonal skills
- Friendly and enthusiastic attitude
- Good computer skills
- Ability to liaise with the public and clients in a professional manner





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KEY WORKING RELATIONSHIPS

- All resort departments
- Property owners and tenants
- External contractors and Real Estate Agents
- HIE Executive Team & Stakeholders