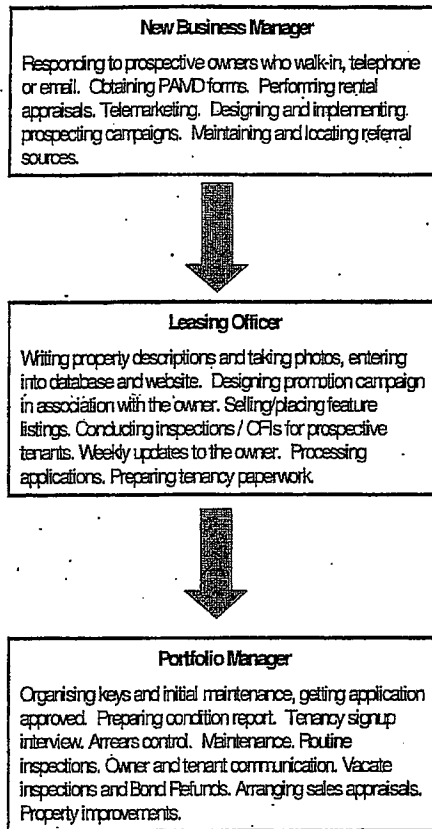


## Roles within prorentals.com.au

The New Business Prospector will perform a variety of the tasks from both their own primary category as well the following as illustrated below:



**Functions:**

Promotion of prorentals.com.au services to secure new managements, for example:

- maintaining current and locating new referral sources,
- performing rental appraisals,
- telemarketing,
- email updates,
- designing and implementing prospecting campaigns,
- asking current owners if they have other investment properties,
- conducting listing appointments with walk-in or telephone enquires,

Maintenance of the new business function within the REACH database and the new business enquiry form folder.

Supervision of the vacancy list details (OFI times, realestate.com.au, VAPs, photos, descriptions) for new business listings

Maintenance of the roster system for new managements including the allocation of new business to a GPM at the time of listing and keeping the whiteboard up to date.

Maintenance of a system to record the lease expiry dates for FTGM properties that were rented by other agents, and the follow up of the expiries two weeks before they are due to get the opportunity to list again.

Closely monitor inspection reports and application processing on new managements.

New Business Holiday Requests: processing holiday requests, approval, allocation of tasks etc

Supervision, coordination, and motivation of the New Business team members so that their time is productive.

Setting of monthly targets in consultation with the business owners.

Final checking and approval of tenancy applications in association with the owner when required by urgency or complexity.

Forwarding copies of all complaints to each business partner, and keeping the partners up to date with the progress of complaint resolution.

Dispute Resolution regarding new business listings including Tribunal representation if necessary.

Prepare monthly pay calculations each month

Proactive tenant and owner communication to minimise disputes and maintain a good and trusting working relationship.

Reception duties on a hierarchical basis i.e. answering the phone, servicing walk-in enquiry

New Business Division Staff: Advertising, interviewing, induction sign up, desk setup, monitoring induction checklist progress during probation, recommendation to business owners at end of probation.

Follow up New Business VAPs to ensure the property has been listed.

Update Listing Packs to comply with changes to legislation, or business processes.

Other tasks as directed by the business owners.

### **Key Performance Indicators for the 2009 to 2010 financial year:**

New Managements:	8 per month.
Appointments:	50 per month.
Leasing:	7 per month.
Listing Targets:	Achieve 8 PAMDs for every 10 Listings Achieve 8 managements for every 10 FTGMs
Prospecting Mail:	Post 30 pieces of prospecting mail each month
Database Contacts:	Add 10 new contacts to the database each month
Monthly Tasks:	Achieve 100% of all monthly tasks
New MPRs:	Meet with two new referral sources each week, with their names noted on the monthly report.
Existing MPRs:	Contact each allocated MPR once per week and visit once per month, names noted on the monthly report.
Checklist:	Complete the daily checklist every day
MPR Update:	For all those properties for which they are the lead manager, provide a weekly update to the MPR.
Vacancy Updates:	Ensure the owner of each of their lead manager listings receives two updates each week.
Leasing Supervision:	Provide overall guidance to the owner / Leasing Division / GPM to ensure the property is successfully leased.
Listing Kits:	Ensure their listing kit is up to date
Listing Presentations:	Ensure each PM / NB staff member has done a joint presentation with you in the past 6 months.
Internal Training:	Conduct 4 x training sessions per year
Correct Listings:	No errors with New Business Listings in the REACH database, <a href="http://www.prorentals.com.au">www.prorentals.com.au</a> , <a href="http://www.realestate.com.au">www.realestate.com.au</a> , and any other active listing service (such as UQ or QUT accommodation services) ensuring they are all identical and correct.
New Business Enquiry:	Respond to New Business enquiry (fax, email, and phone) within 4 business hours.
Feature Listings:	Sell 5 x feature listings per month

Price Reductions:	Achieve a price reduction on all FTGM properties after 2 weeks of vacancy
Car Kits:	Maintain a car kit
"Thank You" Calls	Contact all New Business owners after 6-months of prarentals.com.au management for service check and if they have other properties / friends with properties
Complaints:	Receive zero external formal complaints.
Performance Caution:	Receive zero internal Performance Cautions.
Workspace:	Maintain at all times a clean and tidy workspace with all items sorted and folders / trays labelled. Keep bin free of spills/stains and empty office bins on request.
Saturday Evaluation:	Achieve a rating of at least 7 out of 10 from the Saturday Commander.
Leasing Reports:	Scan and attach in the Reach Database all completed inspection reports by 10am the next business day.
Start Time:	Be seated at your desk on or before the start time 95% of the time.
Voicemail Greeting:	Have the correct voicemail greeting every time it is tested.
Enquiry Forms:	Lodge prior to the EOM close a New Business Enquiry Form for every lead received during the month.
Applications:	Contact the owner within 4 business hours of receipt, contact the tenant every business day, and contact the owner within 4 business hours of the completion of the application processing.
Cube Time:	Attend 100% of scheduled cube review meetings.
TTT Sessions:	Attend 75% of scheduled TTT, regardless of annual leave or sick leave.
VAPs to Leasing:	Ensure that the Director of Leasing has received a Vacancy Action Plan for each of the Property Manager's properties which are on the vacancy list.
Owner Updates:	Complete 100% of owner updates each week

Monthly Checklist: Submit on time each month a completed checklist

Electronic Filing: Ensure all electronic filing tasks are completed within one month of the document being ready to be filed, and ensure that all electronic documents are appropriate for external release.

Phone Answering: Answer the phone as per any quotas instructed by the Director of New Business.

Courier Mail Calls: Call 10 per week

Current owners: Call 10 per week

Follow Ups: Zero expired follow up tasks in REACH.



**PROSPECTOR MONTHLY COMPLIANCE CHECKLIST**

**NAME -** \_\_\_\_\_  
**MONTH / YEAR -** \_\_\_\_\_

**PASS #1 – NEW MANagements**

LIST OF NEW MANagements FOR THIS MONTH – TARGET 8 PER MONTH

No. Properties	ADDRESS	SOURCE	PROACTIVE/ REACTIVE	BONUS AMOUNT \$
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				

Bonus Zone

**PASS #2 – APPOINTMENTS**  
**TARGET – 2 APPOINTMENTS PER DAY = 70 PER MONTH**

No. of Appointments	Who With	Time & Date
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
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**PROSPECTOR MONTHLY COMPLIANCE CHECKLIST**

**PASS #3 – CALLING OWNER’S**  
**TARGET – 6 PER DAY = 30 PER WEEK = 130 PER MONTH**

	Date	Owner's Name	Current or Previous	Result of call	F/Up Required
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
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47					



**PROSPECTOR MONTHLY COMPLIANCE CHECKLIST**

**PASS #4 – MPR**

TO CALL ONCE PER WEEK AND VISIT ONCE PER MONTH

NAME (MPR)	CALLED				DATE VISITED
	WEEK 1	WEEK 2	WEEK 3	WEEK 4	

**PASS #5 – SHOWING OF A PROPERTY**

PROPERTY ADDRESS	PROPERTY LET DATE	SHOWING TIME & DATE	TENANTS NAME

**PASS #6 – LISTING KIT UP TO DATE**

Date Checked: \_\_\_\_\_

**PASS #7 – ZERO EXPIRED FOLLOW UPS**

Date Checked: \_\_\_\_\_

**PASS #8 – PRACTICE LISTING PRESENTATION WITH GPM**

Date/Time: \_\_\_\_\_

Who with: \_\_\_\_\_

\_\_\_\_\_  
Signed by Prospector

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signed by D. New Business

\_\_\_\_\_  
Date