

POSITION DESCRIPTION – DIRECTOR OF LEASING

Revised 8/4/2010

The role of the Director of Leasing is to form part of the Leasing Team and to provide leadership for the carrying out the leasing activities in a profitable, efficient, and timely manner and to service the walk-in, telephone, and e-mail enquiry.

It will require the establishment and maintenance of *good working relationships* with other team members, referral sources, property owners and tenants, and various tradespeople.

Conduct

The Director of Leasing will at all times conduct themselves so as to promote and enhance the reputation of prorentals.com.au.

The Director of Leasing will at all times treat all associates of prorentals.com.au (fellow team members, owners, tenants, tradespeople etc) with dignity and respect.

Responsibility

The Director of Leasing will cultivate an attitude of “responsibility” for the outcomes of the events in their Division. Although the Director of Leasing is encouraged to delegate leasing tasks, they remain ultimately responsible for their completion.

Key Relationships

The Director of Leasing will need to liaise closely with the New Business Manager to maximise the successful tenanting of new managements.

The Director of Leasing will need to communicate clearly and efficiently with the Property Managers regarding applications on their properties.

The Director of Leasing will need to motivate and supervise the Inspection Officers who will carry out the leasing inspections under direction and to the timetable designed by Leasing Manager.

The Director of Leasing will need to maintain and enhance the relationship between prorentals.com.au and various referrers of business and current owners.

The Director of Leasing is ultimately held responsible for the operation and performance of the Leasing Team to the owners of prorentals.com.au

I have read, understood, and agree to these conditions. Signed and dated by Employee:

Pre-Requirements

Before commencing employment the employee will be required to provide evidence of the following:

Registration Certificate:

The Director of Leasing is required to obtain and maintain *at their cost* a Registration Certificate as a Real Estate Salesperson from the Queensland Government Office of Fair Trading - see www.fairtrading.qld.gov.au

The qualifications required for a Registration Certificate can be obtained by completing a course *at their cost* at a recognised training provider, for example the Real Estate Institute of Queensland - see www.reiq.com.au

The current Registration Certificate must be supplied to the employer for display in the office.

Mobile Phone:

The Director of Leasing is required to have a fully operational mobile phone; however prorentals.com.au will pay for all business-related call charges upon submission of the mobile phone account with the business-related calls highlighted and totalled. The mobile phone number must not be issued to non-company employees, by either the employee or by the company.

Performance Review

The employee will be required to attend a regular formal performance review where their execution of the Functions and Key Performance Criteria will be evaluated.

Structural Review Date

This position description and the structure of the new business division is subject to an annual review on the 1st July each year, at which the new targets will be set and any changes made to this position description.

Key Attributes

People and sales skills
Written and verbal communication
Organisation
Accuracy
Efficiency
Ability to prioritise tasks and complete them on time
Basic computer skills - use of email, MS Office, digital camera etc.

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Company Vehicle

Should the Director of Leasing be required to show a property, they will be provided with a company car, if a company car is not available then they can apply for permission to use their own car and receive a cents per kilometer rate as per the Award.

The employee will return the company vehicle at the end of each day to the company car park, and clean the vehicle inside and out on a weekly basis.

NOTE: The employee will not have access to the company vehicle while on annual leave or sick leave.

The company will meet all costs associated with the company vehicle including fuel, maintenance, insurance, and servicing.

The employee will remain responsible for all costs incurred through the employees negligent driving, for example speeding fines, red light camera fines, and any insurance excess where the employee is deemed by the insurance company to be at fault. *If the car is unusable due to the employee's fault, the employee may be required to use their own vehicle until the car is ready.*

The company vehicle has advertising signage promoting the company and the employee will at all times drive and handle the vehicle in a way to enhance the public perception of the company.

Subject to availability, the Director of Leasing will be offered a car park for their personal vehicle the cost of which will be subsidised 50% by the employer.

Car Usage Declaration

The Director of Leasing agrees to sign the Car Usage Declaration if they intend to use one of the company cars.

Equipment

The Director of Leasing will be provided with their own notebook computer, including external keyboard, mouse, and carry bag.

The Director of Leasing will also be provided with their own digital camera and carry case for their exclusive use.

Real Estate Industry Award

The Director of Leasing will be employed under the *Real Estate Industry Award 2010 - Federal* (the Award) as a “Property Management Representative”.

A copy of the Award, the National Employment Standards (NES), and a Fair Work Information Statement can be obtained from www.psaq.com.au.

The Award defines the role of a Property Management Representative as:

“The management of a portfolio of properties under limited supervision while being responsible and accountable for their work under the direction of a Property Management Supervisor”

The Award provides the following as indicative tasks of a Property Management Representative:

“Prospect and secure new managements, complete tenancy documents, organise repairs, manage arrears, process tenancy applications, etc”

Remuneration Package: On-Target-Earnings of \$72,000 plus Super

The remuneration package is comprised of the following salary and bonus:

Base Salary: \$617.88 gross per week (\$32,129 gross per year) and will be slightly higher due to a higher rate in peak season.

Saturday Rate: \$211.38 gross per Saturday (Approx \$5,073 gross per year) and will be slightly higher due to higher rate in peak season.

Bonus – Part A: Share of the let fee bonus pool, the bonus pool to consist of 25% of net let fees excluding GST generated by the Leasing Team (see Note 3) and divided equally between the Leasing Team members.

Bonus – Part B: 2% of total let fees excluding GST generated by the whole office as long as 90% of owner updates are completed each week.

Bonus – Part C: \$20 per new management let¹, less \$100 for every managed property which is lost by a failure to let, but this Part B Bonus cannot be less than zero.

Bonus – Part D: \$200 per month on completing monthly tasks²

¹ New Management Let is defined as those properties on the list of new managements for the month as prepared by the New Business Manager for which prorentals.com.au found a tenant.

Note 1: The salary is paid weekly, and the bonus is paid monthly.

Note 2: Statutory superannuation will be paid in *addition* to the above payments.

Note 3: The let fees generated by the Leasing Team will be calculated by multiplying the total let fees of the office by the percentage of the total inspections done by the Leasing Team. This percentage will be calculated by the Director of Leasing on a month by month basis.

Note 4: The percentage share of the bonus pool would be reduced if in the future additional leasing team members are employed; however historical data shows that whenever the leasing team is expanded there is a corresponding increase in the size of the bonus pool in dollar terms.

Note 5: If the Leasing Team requests additional staff resources during the peak season, then some contribution to the additional staff would be made from the bonus pool.

Days / Hours of Work

As required to complete the job functions, but as a minimum:

Monday, Wednesday, Thursday, Friday 9am to 5.30pm
Tuesday 8.30am to 5.30pm (8.30 training session)
Less 1 hour lunch each day equals 38 hours per week.
March, April, May, June, August, September, October, and November.

Monday to Friday 9am to 6pm (less 1 hour lunch = 40 hour week)
In January, February, July, and December.

Saturday Roster: One in three for 9 months of the year (12 non-peak), every Saturday in January, February, and July (12 peak), all Saturdays are 9am to 5pm.

Please note that some afterhours appointments may be necessary.

START OF DAY: The Director of Leasing is required to start each day in the office to check their messages and deal with any urgent matters before they leave the office i.e. the Director of Leasing cannot go directly from their home to an appointment without first visiting the office before 9am.

END OF DAY: If the Director of Leasing leaves the office before 5pm they must return that same day to the office to check on the status of their Division.

² The monthly tasks are assigned at the monthly leasing meeting and an assessment made at the following leasing meeting at the complete discretion of the business owners.

Note 1: When a Director of Leasing is working on a Saturday they may be required to show properties to prospective tenants using their own vehicle and they acknowledge that they are receiving a suitable car allowance as a component of their overall package.

Note 2: In the peak season months of January, February, and July additional hours/days to complete the required tasks.

Note 3: Each member of the Leasing Team is entitled to a 1 hour lunch break, but each member must ensure their lunch break does not overlap with another member of the Leasing Team.

Note 4: The Director of Leasing must ensure one of the Inspection Officers is in the office to cover the lunch break of the Director of Leasing.

Note 5: Subject to the demands of the inspections schedule, Leasing Team members can take the lunch break as either 1 continuous hour or 2 separate half hours as long as any break is taken before 3.30pm.

Note 6: The Director of Leasing must schedule an "out of office lunch break" for the Inspections Officers if they have booked inspections during the hours of 12pm to 3pm.

Note 7: The Director of Leasing must attend all the compulsory "out of hours" events, such as before-work training sessions, afterhours staff gatherings, prospecting nights etc. The number of compulsory events are capped at 24 per calendar year, generally being one before-work and one after-work event per month although there will be months in which a greater number of events occur.

Note 8: The Director of Leasing will manage the reception floor on their rostered Saturdays and in the absence of allocated front desk staff on weekdays.

Annual Leave

The Director of Leasing is granted 4 weeks (20 days) annual leave per year at the ordinary time rate of \$617.88 plus 17.5% leave loading (no bonus deducted / allocated for that period prorated for the month).

Annual Leave can only be taken in the "off-season" months of March / April / May / August / September / October / November. It is preferred that no annual leave is taken in the first 12-months of continuous service.

Any requests for annual leave must be co-ordinated with the other members of the Leasing Team and then submitted to the business owners prior to any travel arrangements being made.

I have read, understood, and agree to these conditions. Signed and dated by Employee:

Prior to departure on annual leave the Director of Leasing will email everyone in the office their departure and return dates, emergency contact details, and a summary of any outstanding tasks.

The following conditions apply to Annual Leave;

- A request for Annual Leave must be lodged with the business owners for approval.
- Annual Leave can only be taken in the "off-season" months of March / April / May / August / September / October.
- If the Director of Leasing is rostered on to work a Saturday during their annual leave, then the Director of Leasing must arrange for a swap in the roster i.e. the Director of Leasing would make up for this Saturday either before or after their annual leave period.
- In the event of one Inspections Officer being on holidays the Director of Leasing can not take annual leave.
- Prior to departure on annual leave the Director of Leasing must email everyone in the office their departure and return dates, emergency contact details, and a summary list of the tasks which may require action while away.
- Upon termination of employment, any unused annual leave will be paid out at a rate equal to the base salary
- Annual Leave can not be taken during the first 12-months of employment although entitlements are still being accrued during that period.

Preparation for the Busy Season

As of 9am on the 1st business day in January, the Director of Leasing must have their division in the condition as specified in the "Pre-Holiday Checklist".

During the Busy Season of January and February, the Director of Leasing will be rostered to work in a leasing support role based on the front counter, usually in the form of 2 x half-days per week.

Personal Leave Entitlement: 10 x Days

The Inspection Officer is granted ten days personal leave per year *cumulative*, at the rate of \$617.88 per week (no bonus deducted / allocated for that period prorated for the month).

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For sick leave, the employee must supply the Payroll Officer with a completed "Application for Leave" form. This leave is paid using the same calculation method as for Annual Leave. For unplanned sick leave the employee should complete an "Application for Leave" form on their first day upon returning to work.

If no Medical Certificate is provided, or if the employee does not have any accumulated sick leave then the time away will be allocated as "leave without pay".

A Medical Certificate is not required if the employee arrives on time and leaves the office after 1pm and returns on time the next day, but the time away still counts as sick leave.

For all other types of personal leave, the employee must supply the Payroll Officer with a completed "Application for Leave" form. For unplanned personal leave the employee should complete an "Application for Leave" form on their first day upon returning to work.

The employee must notify the Director of Property Management if they are unable to attend work. They must lodge the notification before 9am and do so by calling the Director of Property Management direct phone line (not by SMS or mobile message).

Monthly Report

The Director of Leasing will submit at the end of each month a report in an approved format detailing each property that was rented and the let fee charged for the purposes of calculating the Leasing Team bonus. The format of the report is expected to evolve with time.

Acknowledgement of Asset

The Director of Leasing acknowledges that the property management agreements in the name of prorentals.com.au are an asset of prorentals.com.au and the employee will not manage these properties for another agent, nor at any time during or after employment induce, encourage or solicit any owner of a property managed by prorentals.com.au to change to another agent.

The employee acknowledges that if, upon departure from employment with prorentals.com.au, they or another agent secures a sale listing which is a managed property of prorentals.com.au at the time of the sale listing, *and the listing was obtained as a result of the owner relationship that the employee formed at prorentals.com.au*, then a referral fee equal to 25% + GST of the maximum PAMD Act sales commission schedule would be payable to prorentals.com.au upon settlement of the sale.

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Information relating to any aspect of prorentals.com.au's affairs, operations, activities, systems, plans, internal financial arrangements available to or accessed by you as a result of your employment must be treated as strictly confidential under all circumstances. Information or copies of information must not be removed from the premises except where your employment requires it and where you have been given consent. In the event your employment is terminated for any reason, upon termination of your employment you shall immediately deliver to prorentals.com.au all documents and materials which may be in your possession or control which relate in any way to the activities of prorentals.com.au or its related entities.

Computer Usage Policy

The Inspection Officer will have access to email and the internet in the course of their employment, and shall ensure that at all times their use meets the ethical and social standard of the workplace. The use must not be illegal or contrary to the interests of prorentals.com.au. The Inspection Officer will at all times comply with the current published computer usage policy.

Contribution towards Service Guarantee

If the Director of Leasing, *or any member of their Division*, while acting on behalf of prorentals.com.au, fails to deliver the service standards contained in the prorentals.com.au Service Guarantee then 25% of the cost of honouring the guarantee will be deducted from the Director of Leasing's gross pay.

Contribution towards Errors

If the Director of Leasing *or any member of their Division*, while acting on behalf of prorentals.com.au, makes an avoidable error and such error incurs a cost for prorentals.com.au then the Director of Leasing will contribute 25% of the cost from their gross pay. This is capped at a maximum of 25% of the applicable insurance excess.

If it is established that the error occurred through no fault of the Director of Leasing then there will be no contribution.

If it is established that the loss was caused by the Director of Leasing's deliberate or reckless action, then the Director of Leasing will be 100% liable for the loss, and a formal warning will be issued.

Team Environment:

The Director of Leasing is required to function as part of the prorentals.com.au team and may be required to provide support for other team members for example: training (both informally on a daily basis and by conducting formal training sessions), assistance with mid-month and end-of-month disbursements, leasing activities, and generally covering the absence of other team members.

A component of the Director of Leasing's role is to manage and deliver a structured training / continued development program for prorentals.com.au employees on aspects of leasing, comprising a minimum of 4 x sessions per year to be co-ordinated with the Division Manager.

Systems

Property Management is a systems-orientated business and the Director of Leasing will be required to follow the procedures and systems of the office.

They must be familiar with and adhere to the contents of the STAFF ONLY section of the internal website at all times.

A component of the Director of Leasing's role is to develop and implement new procedures to further streamline the function of their Division, on their own initiative and under instruction from the business owners.

The Director of Leasing is required to identify and implement technology projects to improve the function of the leasing division, specifically regarding communication between prorentals.com.au and prospective owners and tenants.

Gifts and Benefits

The Director of Leasing will not attempt to secure *for their personal gain* any gifts or benefits by referring prorentals.com.au clients to particular service providers. For example, real estate salespeople, tradesmen, financial advisors etc.

Any gifts must be advised to the other members of the prorentals.com.au team by email and shared if so requested as an acknowledgement of the team environment.

Complaint Management

The Director of Leasing should take all steps to avoid generating complaints, by taking proactive steps to avoid conflict (such as returning calls/emails quickly etc) in keeping with their positive attitude of “responsibility”.

For those complaints that do arise, the Director of Leasing should inform the business owners of the complaint and keep them up to date with their progress towards a resolution. After the Director of Leasing has notified the business owners of the existence of a complaint, they should have as their ultimate goal the resolution of the complaint without the direct intervention of the business owners.

The Director of Leasing will at all times display a positive attitude, for example by thanking the person making the complaint for taking the time to help them improve their service delivery.

Potential Liability Claims

The Director of Leasing will immediately notify the business owners by email if they become aware of any event, omission or statement that could give rise to a future claim against prorentals.com.au, for example injury to any person at one of our managed properties.

The Director of Leasing is responsible for the identification of liability issues within their Division and the notification to the insurer.

Daily Checklists

The Director of Leasing must ensure that each Inspections Officer completes their Daily Checklists and submits it to the Leasing Manager.

The Director of Leasing must maintain a folder containing the Daily Checklists for presentation on request.

Dress Standards

Suitable business attire.

Functions:

Promotion of vacant properties to secure Applications, for example:

- Following VAP checklist
- Schedule / conduct inspections with prospective tenants
- Follow up Tenant Enquiry (maintain prospective tenant database)
- Processing of Applications and preparation of tenancy paperwork
- Placing of For Rent signs on properties

Completion of Daily Checklists, for example:

- Vacancy feedback to property owners
- Print and photocopy vacancy lists and other documents
- Maintain reception in a clean and tidy condition
- Compile Statistics
- Update photos and descriptions on websites
- Report to Property Managers
- Check and organise collection of vacancy keys
- Reconcile vacancy keys and For Rent signs
- Place Courier Mail ads
- Schedule Open For Inspections and issue Entry Notices
- Email a daily "Application Update" to the office
- Email a "Vacancy List Summary" to the office on Tuesday / Thursday

Supervision, coordination, and motivation of the Inspections Officers so that their time out of the office is productive.

Ensure the descriptions/photos on the vacancy list/websites are both accurate and up-to-date.

Management of the leasing vehicles, for example

- Maintained in a clean and undamaged state (externally and internally)
- Maintained in an operational state (tyre pressure, regular services, new batteries before busy season, inventory)
- Ensuring log books are completed
- Train drivers in the accident procedure
- Coach drivers in professional driving practices
- Management of insurance policy and claims
- Management of traffic offences and cost recovery

Prepare monthly pay calculations for each member of the leasing team, and ensuring all leasing team members understand how their pay is calculated.

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

Closely monitor inspection reports and application processing on new managements.

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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

Dispute Resolution regarding all leasing functions including Tribunal representation if necessary.

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

Setting of monthly let fee target in consultation with the business owners.

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

Promotion of prorentals.com.au services to secure new managements

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

Conducting Rental Appraisals

Weekly empty of IN and OUT collection trays of expired items.

Additional tasks as directed from time to time

Key Performance Criteria:

Monthly Let Fees:	Each month exceed the let fees done in the same month from the previous year.
Annual Let Fees:	Achieve \$440,000 in let fees from 1/7/10 to 30/6/11.
No Losses:	No loss of managed properties by failure to re-let
Monthly Meetings:	Attend a monthly meeting with the business owners and agree on a let fee target for the following month and present your monthly report.
Average Days Vacant:	Maintain or improve on historical "Average Days Vacant" and report monthly on the statistics.
FTGM Target:	Minimum of 300, target of 400 for 1/7/10 to 30/6/11, report monthly on the running total.
FTGM Success Rate:	Win 8 out of 10 FTGMs.
Leasing Workspace:	Maintain at all times a clean and tidy workspace, with folders / trays labelled, for staff / customers.
Application Turnaround:	Submit an accurately processed application within 24-hours of receipt
Price Reductions:	Achieve a price reduction on all properties after 2 weeks of vacancy.
Inspections Register:	Maintain a register containing names/numbers of people who attended the OFIs.
Correct Listing Details:	The REACH database, www.prorentals.com.au , www.realestate.com.au , and any other active listing service (such as UQ or QUT accommodation services) are all identical and correct.
Application Update:	Daily follow up of each property manager with App Tracker
IN and OUT Trays:	No expired items in the IN and OUT collection trays
Training:	Conduct 4 x formal "out of hours" training sessions per year
Feature Listings:	Sell 5 x realestate.com.au Feature Listings per month

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Daily Checklist:	Ensure Daily Checklists are submitted by 11.30 am
VAP Action:	Submit Vacant Property Action Plan (Listing Phase) within 2 days of issue
Inspection Efficiency:	Achieve a ratio of "Inspections to Applications" of 5 or lower
Tenancy Paperwork:	Submit completed Tenancy Signup paperwork by 6pm on day prior to signup with no errors.
Owner Updates:	Deliver owner updates on VAPs as per specified format (once per week for tenanted properties and twice per week for empty properties and FTGM)
PM Updates:	Deliver to PMs a weekly update on VAPs for the PMs portfolio
Leasing Vehicles:	Adequate management as per function specifications
Stockpile of Forms:	No run outs of Vacancy Lists / Office Forms / Display items
Inspections Enquiry:	Respond to inspections enquiry within 4 hours
Systems Project #1:	Design and implement the improved "IN and OUT collections trays"
Systems Project #2:	Improve the For Rent sign tracking system.
Systems Project #3:	Improve the tenancy sign up packets
Technology Project #1:	Develop an online application form
Technology Project #2:	Develop a prospective tenant email update system

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