

## POSITION DESCRIPTION – INSPECTIONS OFFICER

Revised 8/4/2010

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

### Pre-Requirements

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

#### Registration Certificate:

The employee 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](http://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](http://www.reiq.com.au)

A current Registration Certificate must be supplied to the employer for display.

#### Mobile Phone:

The Inspections Officer 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 owners / tenants, by either the employee or any other employees of the company.

### Real Estate Industry Award

The Inspection Officer will be employed under the *Real Estate Industry Award 2010 - Federal* (the Award) as a "Property Management Associate".

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

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

“working under the supervision of a more senior person, generally responsible for single task such as property inspections”

I have read, understand and agree with these conditions. Signed and dated by Employee:

## Company Vehicle

The Inspections Officer will spend most of the day showing properties to prospective tenants, and will be provided with a company vehicle for these inspections, 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.

## Total Remuneration Package Approximately \$50,000 + Super

The remuneration package is composed of the following payments:

Salary: \$606.32 per week gross (\$31,528.90 per year gross).

Bonus: 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.

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

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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**

This is a 5-day per week position, the hours required to complete the job functions will generally be 39 hours (38 ordinary hours plus 1 hour overtime) divided up as follows:

Monday to Friday 10am to 7pm  
Every Saturday 9am to 5pm  
Either Monday or Friday off on a rotating roster.

Note 1: 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 2: 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 3: 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 4: Subject to the demands of the inspections schedule, the Inspections Officer may be required by the Leasing Manager to have all or part of their lunch break "out of the office".

### **Annual Leave**

The inspections officer is granted 4 weeks (20 days) annual leave per year at the ordinary time rate of \$583.30 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 Director of Leasing for approval prior to any travel arrangements being made.

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

### **Personal Leave Entitlement: 10 x Days**

The Inspection Officer is granted ten days personal leave per year *cumulative*, at the rate of \$583.30 per week (no bonus deducted / allocated for that period prorated for the month).

For sick leave, the Inspection Officer must supply the Director of Leasing with a completed "Application for Leave" form. The Director of Leasing will then process the application. This leave is paid using the same calculation method as for Annual Leave. For unplanned sick leave the Inspection Officer should complete an "Application for Leave" form on their first day upon returning to work.

If no Medical Certificate is provided, or if the Inspection Officer 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 Inspection Officer 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 Inspection Officer must supply the Director of Leasing with a completed "Application for Leave" form. The Director of Leasing will then process the application. For unplanned personal leave the Inspection Officer should complete an "Application for Leave" form on their first day upon returning to work.

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

### **Systems**

Property Management is a systems-orientated business and the Inspections Officer will be required to follow the procedures and systems of the office. They must be familiar with the contents of the STAFF ONLY section of the internal website at all times.

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## **Dress Standards**

Suitable business attire, with an option for casual clothes during summer.

## **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.

These reviews will be held at the end of each month during probation and approximately quarterly after probation.

## **Team Environment:**

The Inspections Officer 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.

## **Conduct**

The Inspections Officer will conduct themselves so as to promote and enhance the reputation of prorentals.com.au.

The Inspections Officer will cultivate an attitude of “responsibility” for their actions and treat all associates of prorentals.com.au (fellow team members, owners, tenants, tradespeople etc) with dignity and respect.

## **Gifts and Benefits**

The Inspections Officer 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 and shared if so requested as an acknowledgement of the team environment.

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## **Potential Liability Claims**

The Inspections Officer 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.

## **Acknowledgement of Asset**

The Inspection Officer acknowledges that the property management agreements in the name of prorentals.com.au are an asset of prorentals.com.au and the Inspection Officer 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 Inspection Officer 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 Inspection Officer 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.

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.

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**Functions:**

Promotion of vacant properties to secure Applications, for example:

- Following VAP checklist
- Schedule / conduct inspections with prospective tenants
- Follow up Tenant Enquiry
- 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

Conducting Rental Appraisals

Additional tasks as directed from time to time

Assisting other departments in delivering/collecting items either within the office or between the office and offsite locations, for example collecting keys from an owner, or moving archive boxes.

**Key Performance Criteria:**

Completing Inspection reports on Live Booking System no later than 10.00am the next day complete with all prospective tenant details including feedback.

Weekly completion of vehicle checklist and keep car clean / tidy inside and out.

Daily reconciliation of the vacancy key tags.

Daily completion of company vehicle log book.

Maintain or improve on historical "Average Days Vacant"

Follow up calls to be made to prospective tenants.

Sell 5 x realestate.com.au Feature Listings per month

Submit Daily Checklist by 11.30 am each day

Submit Vacant Property Action Plan (Listing Phase) within 2 days of issue

Submit processed application within 24-hours of receipt

Achieve a ratio of "Inspections to Applications" of 5 or lower

Submit completed Tenancy Signup paperwork by 6pm on day prior to signup

Complete owner updates using the OUI (once per week for tenanted properties and twice per week for vacant properties).

Deliver to PM a weekly update on VAPs for the PMs portfolio

No loss of managed properties by failure to re-let

Win 75% of "find the tenant get the management" listings

Achieve a price reduction on all properties after 2 weeks of vacancy

Accuracy of vacancy list and website data and photos.

No run outs of Vacancy Lists / Office Forms

A rating of 7 out of 10 from the Leasing Manager's Monthly Evaluation.

Report to PM and DOL if properties require any maintenance or have any presentation issues.

Ensure that during an inspection that a "For Rent" sign and Padlock are installed.

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