



# Job Description

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<b>Job Title</b> Property Management Executive	<b>Job Location</b> Zanzibar City	<b>Category</b> -
<b>Job Type</b> Full Time	<b>Job level</b> Intermediate	<b>Industry</b> Real Estate

#### Open to Expatriates

Only Open to Tanzanian Nationals

## Minimum Requirements

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<b>Min Budget</b> -	<b>Max Budget</b> -	<b>Primary Industry</b> Real Estate: 4 Years
<b>Secondary Industry</b> -	<b>Primary Category</b> -	<b>Secondary Category</b> -
<b>Certificate</b> -	<b>Qualification</b> -	

## Summary

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The Commercial Property Manager is responsible for the implementation of the agreed services in the areas of property management, facility management and rental supervision.

The Commercial Property Manager ensures that units, shops and rental areas are used optimally, that customers and users are looked after in a courteous, friendly, and professional manner, and that all processes and transactions are properly documented.

It is the Commercial Property Manager's driving goal that customers and users have an accessible, reliable, and competent one-stop point that deals with their concerns and inquiries effectively.

## Responsibilities

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### Job Responsibilities

#### General Accountabilities

- Executing property management services according to the directives and the rental contracts
- Commercial Property Manager Services - (long-term concepts according to the Catalog of Services)
- Owners' and tenants' query resolutions, feedback and reporting
- Increasing rentals and property units pool
- Ensuring timely rental collections, remittances to owners, and reporting

#### Key Responsibilities

- Services according to hospitality contracts are carried out and billed within the specified time, within the specified budget and with the specified quality.
- Services are fully and correctly documented and archived (digitally and in paper form)
- Ensure a clean, complete and chronological filing.
- Responsible for the supervision of a team of caretakers, cleaning staff or other service providers who provide services for the properties and units assigned.
- Allocate and instruct caretakers, cleaning staff and other service providers.
- Organize daily meetings with the team for timely management of priorities and tasks.
- Creation, management and checking of daily and weekly task-plans.
- Correct and proper accounting of all materials and equipment inventory.
- Correct and complete listing of all income and expenses arising in connection with services.
- Effective and functioning delegation of work to internal and external serviceproviders.
- Complete, precise and correct billing and payment of services and material

- Complete and truthful implementation of all property and customer data in the company's own systems and data carriers.
- Daily check-up of the company's relevant communication and booking channels

#### **Tasks to be executed:**

- Communication with the tenants
- Rent collection and forwarding to the owners
- Handle security deposits and other payments
- Key management for the units
- Organizing, monitoring and billing of repair measures, settlement of the same to the owner or tenant.
- Organizing, monitoring and billing of additional services in the units, e.g. cleaning, garden service, etc.
- If necessary, clarify discrepancies between tenants or owners.
- Coordinating middle- to short term rentals with the external rental agent.
- Responsible for properly obtaining complete and correct rental agreements from the external rental agency.
- Rental and Hospitality tasks according to contract.
  - Receive inquiries and bookings,
  - Conduct viewings,
  - Supervision of the booking channels,
  - Communication with interested parties and guests
  - Drafting agreements,
  - Proper conduction of Check-ins and check-outs,
  - Introduce guests into units,
- Professional reports to owners/ owner organisations

#### **Education & Qualifications**

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Bachelor's Degree and a minimum of five (5) years of professional experience in customer service, hospitality business, property/facility management, property and/or landscape, operations management, real estate or related businesses/ field; or

#### **Requirements**

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##### **Preferred experience includes:**

- Customer service, hospitality business, property management, facility management, procurement, landscaping, and civil construction.
- Comprehensive knowledge and experience in the field of hospitality, customer services, real estate management, landscaping, cleaning/ facility services
- Language Skills: Ability to read, analyze, and interpret workflow journals and reports in English and Kiswahili.
- Mathematical Skills: Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Team leading experience
- Ability to respond to common inquiries or complaints from business partners, regulatory agencies, or members of the business community.
- Ability to effectively present information to supervisors, directors, public groups, and/or management.
- Ability to negotiate with customers, suppliers, service partners and contractors. Ability to communicate well in English and fluently in Kiswahili in speaking and writing.
- Ability to carry out inventories and estimate the consumption of material / the wear and tear of devices in order to procure replacements in good time.
- Familiar with computer software such as spreadsheets, task lists and time management programs to organize workflows and teams.
- Computer Skills: To perform this job successfully, you should have knowledge of Microsoft Excel and Microsoft Word software. Knowledge of G Suite preferred.

##### **Other Skills and Abilities:**

1. excellent communication skills
2. Organizational skills
3. Conflict management
4. Technical understanding
5. Understanding different cultural customs and expectations
6. Accuracy, orderly, detail-oriented, hard-working
7. Hands-on, multi-tasking abilities, work under pressure

## Characteristics

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### Personal attributes:

1. Positive and polite demeanor
2. Act goal-oriented and solution-oriented
3. Team player
4. Empathy and didactic skills for adult-leading and training
5. Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions;
6. Demonstrates group presentation skills; Participates in meetings.
7. Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
8. Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
9. Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence;
10. Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with change, delays, or unexpected events; Effectively communicates changes to relevant stakeholders.
11. Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Asks for and offers assistance when needed.

### Reporting To

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Deputy COO

### Driving Licence

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Not Required

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