**Property Administrator – Job Description**

**Introduction** Castleford Management was established in 1990 and provides a professional management service across Dorset, Hampshire and the Isle of Wight to nearly 200 developments. We are a growing and ambitious business and are looking for a Property Administrator with great customer service skills who can provide all round administrative support to the property management team.

**What’s on offer** We offer in-house training and support to develop your career with us in the sector. As one of the companies within the Qdime Group, you’ll be invested in and offered a platform to succeed and progress within the business. We have a good track record of promoting staff internally with many of our current senior management team having joined the business initially at entry level roles.

**Key Objectives:**

Provide support to the property managers and assist in the smooth running of the property management department. Provide a friendly highly effective and efficient customer service to all tenants.

**Key Responsibilities:**

Answering the telephone for all incoming enquires within 3 rings and logging the call effectively. Immediately forwarding call logs to staff as appropriate.

Obtaining quotations for a wide range of maintenance works as directed by the Property Managers. Chasing up contractors if quotes not received within 7 days.

Producing works orders on to instruct contractors and suppliers.

Escalating Maintenance and repair works with contractors when works orders are not fulfilled on time and as per instruction.

Liaising with tenants and residents and updating them regarding the progress of works being undertaken.

Compiling information for new developments and updating current portfolio

Compiling information for lost managements using the Company’s standard template and as directed by Property Managers

Writing emails and letters to tenants to respond to tenant standard enquiries within the time scale set by the Company’s Customer Service Charter.

Filing correspondence both hard copies and electronic copies and assisting Property Managers in maintaining an organized, efficient and well presented office environment.

Typing up meeting minutes and site visit notes as and when required by Property Managers.

Actively promote the company website and direct all tenants to register their details and use this service for payments, general enquires and for obtaining standard forms and development information.

NB This is not an exhaustive list of duties. When systems change your duties may change accordingly. You may be required to cover for other administration staff within the group of companies when a member of staff is absent to ensure the smooth running of the companies. You may be asked to assist with duties in other job roles within the Qdime group at any time.