

PROPERTY MANAGER PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE
Good IT skills especially Word, Outlook and Internet	Y	
Willing to learn specialist information to become an expert in renewals, repairs and letting accounts.	Y	
Quick to learn and follow procedures	Y	
Highly organised with an acute attention to details	Y	
Previous customer service experience		Y
Previous Property Management/Estate Agency experience		Y
Determination to manage and meet Client expectations	Y	
Able to take ownership of the assigned client base and ensure all problems are resolved	Y	
Able to make investigative inquiries when issues arise and maintain an objective view	Y	
Able to work on own initiative and take ownership of problems	Y	
Able to work to tight deadlines and deal with high volumes	Y	
Stay calm and positive under pressure	Y	
Excellent communication skills	Y	