PROPERTY MANAGEMENT VA
JOB DESCRIPTION

JOB PURPOSE

Department
Operations

Reports to
Client Success Leader

Overview
The Property Management Virtual Assistant provides end-to-end operational and administrative support across residential property management functions. Depending on workload and business needs, the role may range from supporting a Property Manager to independently managing assigned properties under guidance.

This position involves managing a broad and dynamic scope of work, including routine administrative processes, tenancy coordination, stakeholder communication, and compliance-related tasks. The role requires strong organisational skills, sound judgment, and the ability to apply Australian tenancy rules and procedures in real-world situations.

The role is suited to someone who is adaptable, detail-oriented, and capable of handling both structured workflows and situations that require independent decision-making.

KEY RESPONSIBILITIES

Property Management Operations
- Support Property Managers with day-to-day property management activities
- Independently manage assigned properties as required, including tenant and landlord communication
- Maintain accurate property, tenant, and landlord records
- Manage inboxes, correspondence, and action items across multiple properties
- Ensure timely follow-up and resolution of property-related matters

Tenant, Landlord & Contractor Management
- Act as a point of contact for tenants, landlords, and service providers
- Respond to enquiries, requests, and issues in line with tenancy legislation
- Coordinate maintenance requests, quotes, approvals, and contractor access
- Manage escalations, disputes, and urgent matters appropriately
- Maintain professional, clear, and compliant communication at all times

Leasing & Tenancy Management
- Prepare and manage tenancy agreements, renewals, variations, and notices
- Support tenant onboarding and offboarding processes
- Coordinate routine, entry, and exit inspections (administrative and follow-up support)
- Track lease dates, rent reviews, and critical tenancy milestones
- Ensure tenancy actions align with residential tenancy legislation

Financial & Compliance Responsibilities

- Assist with rent processing, arrears follow-up, invoices, and payments
- Support bond lodgements, claims, and refunds
- Maintain compliance records including safety checks, insurance, and statutory requirements
- Monitor and action tenancy compliance obligations and deadlines
- Ensure documentation and processes align with Australian tenancy regulations

Client-Facing & Independent Decision-Making

- Participate in and support landlord and tenant meetings as required
- Provide clear, accurate information to stakeholders within scope of role
- Apply sound judgment when managing day-to-day property issues
- Escalate complex or high-risk matters appropriately

General & Ad-hoc Support

- Follow established property management systems and procedures
- Adapt to changing priorities, urgent requests, and competing deadlines
- Identify and support improvements to property management processes
- Assist with additional operational or project-based tasks as required

JOB SKILLS AND REQUIREMENTS

Technical & Transferable Skills

- ✓ Strong organisational and time-management skills
- ✓ High attention to detail across high-volume and high-responsibility tasks
- ✓ Strong written and verbal communication skills
- ✓ Ability to manage multiple properties, priorities, and stakeholders
- ✓ Confidence handling tenant and landlord interactions
- ✓ Sound problem-solving skills and judgment
- ✓ Ability to apply residential tenancy rules and procedures in practice
- ✓ Proficient in Microsoft Office / Google Workspace
- ✓ Strong documentation, record-keeping, and follow-through skills

Experience & Knowledge

- ✓ Experience in property management, real estate, or tenancy administration is highly regarded
- ✓ Demonstrated understanding of Australian residential tenancy legislation and compliance
- ✓ Experience handling tenant issues, maintenance coordination, or leasing processes
- ✓ Ability to step into independent property management tasks when required
- ✓ Competence in property management systems and digital tools
- ✓ Training will be provided for the right candidate that has no experience

Personal Attributes

- ✓ Reliable, accountable, and professional
- ✓ Comfortable working autonomously when required
- ✓ Calm under pressure and able to manage urgent matters
- ✓ Adaptable and capable of managing a broad and changing workload
- ✓ Process-driven with strong ownership and follow-through

TECHNICAL REQUIREMENTS

- ✓ Reliable desktop or laptop (minimum Intel Core i3 or equivalent)
- ✓ At least 8GB RAM and 256GB available storage
- ✓ Windows 10 or later
- ✓ Stable internet connection (50 Mbps or higher)
- ✓ Headset with noise-cancellation microphone
- ✓ Webcam for meetings and training
- ✓ Ability to install remote access and work-related applications
- ✓ Access to Microsoft Office, PDF editor, email, & communication tools (Outlook, Word, Excel)
- ✓ Quiet and dedicated workspace with reliable electricity

COMPANY VALUES

Mantra: **Elevating Employee Opportunities**

Core Values:

L ove what you do
E xpect to go above & beyond
A ct transparently (be honest and have integrity)
R un with your common sense
N ever accept the status quo (find a better way)

Team Engagement, Development & Retention

- Inspires and engages colleagues to maximise productivity and effectiveness
- Develop a positive work environment
- Promotes automation and efficiency
- Initiative to learn, grow and stay with the team

To summarise, it is not the intent by way of this Job Description to limit the flexibility required, scope or responsibilities of this role, but to highlight the most important aspects of your position.