

## TERM OF REFERENCE

**Post:** Senior Officer, Property Management

**Reporting relationship:** Head of Department

**Gross Salary:** MVR 17'100.00

**Employment Type:** Ordinary (first year on contract)

### RESPONSIBILITIES AND DELIVERABLES

1. Assist in managing the properties of the Corporation
2. Prepare documents required to obtain building usage permits and approvals as per laws and regulations
3. Assist in identifying revenue-generating segments relating to properties of the corporation
4. Carry out all the works in relation to allocation and handover of units.
5. Carry out all works related to vacancy (move-in) preparation and physical handing over.
6. Develop, review and update property management policies, standard operating procedures and processes, rules and regulations and guidelines applicable to the occupants/properties and for the operation of the property management function
7. Update KYC/information of the tenants on the portal on a routine basis
8. Assist in setting up the Management Corporation with relevant authorities
9. Enforce all occupancy/tenancy rules, policies and procedures
10. Filling and maintaining all documents and maintain a registry of all the tenancy agreements, notices, and other documents related to the properties and tenants
11. Assist in formulating a mechanism to investigate and resolve tenant complaints/disputes,
12. Address and assist tenant requests to modify/improve the properties/units
13. Ensure monthly/quarterly/yearly updates of the properties and maintenance are prepared
14. Study, analyze and carry out works to improve the property management function of the Corporation
15. Act as a focal point where required and co-operate with authorities and agencies providing services to the properties
16. Carry out community engagement programs for potential and current tenants.
17. Liaising with other departments in carrying out works relevant to the Section
18. Completing other necessary tasks assigned in relation to the work of the department.

### Employee Specification

- MQA Level 7 or 8 Qualification in Property/Estate Management, or, Business Management or other related field with minimum 2 years of overall experience in related field.
- MQA Level 5 or 6 Qualification in Property/ Estate Management, or Business Management or other related field with minimum 5 years of overall experience in related field.

### **Other Competencies**

- Should be able to communicate fluently in Dhivehi and English
- Familiar with law related to Land and Property and other legislation relevant to the work
- A high level of professionalism which is always required on the job
- Must have outstanding quantitative skills, problem-solving and decision-making skills
- Ability to effectively manage multiple projects/tasks of varying complexities, meet deadlines and work well under pressure
- Ability to cope with high levels of responsibility and with confidential matters
- Should possess good customer relation skills