

TERMS 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:

- Assist in managing the properties of the Corporation.
- Prepare documents required to obtain building usage permits and approvals as per laws and regulations.
- Assist in identifying revenue-generating segments relating to properties of the corporation.
- Carry out all the works in relation to allocation and handover of units.
- Carry out all works related to vacancy (move-in) preparation and physical handing over.
- 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.
- Update KYC/information of the tenants on the portal on a routine basis
- Assist in setting up the Management Corporation with relevant authorities.
- Enforce all occupancy/tenancy rules, policies and procedures.
- Filling and maintaining all documents and a registry of all the tenancy agreements, notices, and other documents related to the properties and tenants.
- Assist in formulating a mechanism to investigate and resolve tenant complaints/disputes,
- Address and assist tenant requests to modify/improve the properties/units.
- Ensure monthly/quarterly/yearly updates of the properties and maintenance are prepared.
- Study, analyze, and carry out works to improve the property management function of the Corporation.
- Act as a focal point where required and Co-operate with authorities and agencies providing services to the properties
- Carry out community engagement programs for potential and current tenants.
- Liaising with other departments in carrying out works relevant to the function.
- Completing other necessary tasks assigned in relation to the work of the department.

EMPLOYEE SPECIFICATION (QUALIFICATIONS AND EXPERIENCE)

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

SKILLS AND 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 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.