

## 1. Officer, Commercial Property Management

<b>Job Title:</b>	Officer, Commercial Property Management
<b>Directorate/Division:</b>	LASER
<b>Section/ Unit:</b>	Commercial Properties
<b>Location:</b>	
<b>Reports to:</b>	Principal Officer, Commercial Property Management
<b>Direct Reports:</b>	<ul style="list-style-type: none"><li>• None</li></ul>
<b>Job Grade:</b>	N/A
<b>Job purpose:</b>	
This role is responsible for technical aspects of the Commercial property management, maintaining property, investigating, and resolving tenant complaints, enforcing rules of occupancy, inspecting vacant units, and completing repairs and renovations to ensure day-to-day smooth operations of the business.	
<b>Key duties and responsibilities:</b>	
<ol style="list-style-type: none"><li>1. Follow up timely payments of utility bills</li><li>2. Interact and communicate regularly with tenants to resolve any queries in a timely and satisfactory manner</li><li>3. Ensure compliance with all regulatory requirements, including fire safety, certificate of occupation, business.</li><li>4. Ensure that the properties are occupied by reliable tenants through advertising of available space, vetting of applicants, and ensuring full occupancy.</li><li>5. Collect rent and other charges, paying bills, forecasting requirements, scheduling expenditures, analysing variances, and initiating corrective action.</li><li>6. Carry out lease administration including preparation of the leases in liaison with the legal team.</li></ol>	

7. Administer service charge amounts and account for the same with the tenants.
8. Maintain property by investigating and resolving tenant complaints; enforcing rules of occupancy; inspecting vacant units and completing repairs and renovations.
9. Secure property by contracting with security services; installing and maintaining security devices; establishing and enforcing precautionary policies and procedures; responding to emergencies.
10. Coordinate with the relevant departments for prompt payment of all statutory payments to ensure compliance.
11. Supervise the contracted service providers in providing services such as garbage collection, sanitation, and security within the properties.
12. Perform any other duties as may be assigned from time to time.

#### **Knowledge, experience, and qualifications required**

#### **Academic and Professional Qualifications/Memberships to professional bodies:**

1. Bachelor's degree in Land Economics, property management, business management or business administration or relevant field
2. Full Member of ISK (Institute of Surveyors of Kenya)
3. Registered Member of Estate Agents Registration Board (EARB)
4. Registered Member of Valuers Registration Board (VRB)

#### **Experience Required:**

1. At least 2 years relevant experience in a similar organisation or function