

Manager, Retail and Residential Property Management (I/II) – CPF/LP/MRRP/01/24

Job Title:	Manager, Retail and Residential Property Management (I/II)
Directorate/Division:	LASER
Section/ Unit:	Retail and Residential Properties
Location:	Nairobi
Reports to:	Director, LASER
Direct Reports:	Principal Officer - Retail and Residential Property Management
Job Grade:	5
Contract:	6 Years

Job purpose:

This job is responsible for managing retail and residential investment property, preserving, and increasing the value and managing all aspects of assigned properties.

Key duties and responsibilities:

1. Develop rental agreements, selects qualified tenants, collects deposits and rents, resolves tenant complaints, oversees eviction proceedings if necessary.
2. Negotiates significant leases, major service contracts with vendors, regularly inspects property to ensure it is in good working order, quickly resolves emergency maintenance issues.
3. Design business plans for assigned properties that suit customers' needs
4. Oversee maintenance of retail and residential properties.
5. Oversee the property management officers in collection and remittance of gross rents, legal fees and deposits of cheques issued by the tenants to the landlord and the administration of service charge amounts and accounting for the same to the tenants and landlord.
6. Oversee the property management officers in letting and re-letting of all available space and lease renewals, rent review and negotiation of the terms of the leases.
7. Enforce terms of rental agreements and ensure compliance with relevant laws and regulations
8. Participate in formulation of budgets for each calendar year.
9. Oversee and direct day-to-day property operations across the portfolio.
10. Train and coordinate tasks with direct reports of all levels with accountability measures.
11. Establish rental rates by surveying local rental rates and calculating overhead costs, depreciation, taxes, and profit goals.
12. Resolve residential and retail client related issues as they arise.
13. Accomplish financial goals and report periodically on financial performance.
14. Source and build relationships with prospective clients to expand business opportunities.

15. Identify and document risks related to the Retail and Residential Properties and Facilities services, processes, and products within the risk register.
16. Develop appropriate risk responses for identified risks to ensure the risks are mitigated and eliminate any possibility of recurrence.
17. Report any occurring risks regularly to the Director, LASER, and the Risk Division.
18. Prepare annual budgets for the retail and residential property portfolio
19. Prepare monthly performance reports for submission to the respective landlords
20. Prepare board papers on performance of the retail and residential property portfolio
21. Source for new property and facility management business to increase the company revenue
22. Ensure excellent customer service in the management of the property portfolio
23. 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, Real Estate or relevant field
2. Master's' Degree in Land Economics, Real Estate or relevant field will be an added advantage
3. Full Member of ISK (Institute of Surveyors of Kenya), Mandatory Qualifications
4. Registered Member of Estate Agents Registration Board (EARB), Mandatory Qualifications

Experience Required:

1. At least 8 years' relevant experience in a similar organisation or function, 3 of which should have been in a managerial role for Manager I in a similar organisation or busy function
2. Experience in managing a shopping mall will be an added advantage.

Role Competencies

Technical Competencies:

1. Prospecting
2. Product Knowledge
3. Upselling and Cross- Selling
4. Negotiating Skills
5. Business Acumen
6. Relationship - Building
7. Business processes
8. Presentation Skills
9. Communication Skills
10. Results Driven
11. Report writing

Behavioral Competencies:

1. Customer Focus
2. Cultivate Innovation
3. Emotional Intelligence
4. Collaborates and team player
5. Person of integrity
6. Proactive