

## Property Manager and Administrator

Location: Swansea

Job Sector: Commercial Property

Hours: Monday to Friday 9am-5pm (35 hours per week)

### Main Responsibilities

- Maintain a high profile around our clients' ownerships, ensure their tenants are checked within their requirements.
- In the event of an emergency, call the appropriate response team or authorities.
- Carry out checks ensuring the building is safe and secure, keeping all communal areas clean and maintained through effective management of contractors.
- Be responsible for all works being completed, raising orders, managing contractors, monitoring progress and signing off completion.
- Monitor service charge accounts, invoice tenants and keep track and payments.
- Being exceptionally organised to stay on top of all the admin that comes with alongside communicating with stakeholders about upcoming changes, events or works.

### About You

You will currently be working within or have experience of a customer service or administrative environment and have a passion for providing an exceptional level of service at all times, ideally in a face to face environment.

Warm and friendly communication comes naturally to you, and you are able to resolve issues and any complaints effectively and efficiently.

You have experience of challenging and/or emergency situations and always remain calm and take the necessary actions with a high standard of professionalism. Health and safety is of great importance to you, and you have experience of performing daily checks and keeping accurate records to ensure everything is kept on track.

You are self-motivated and pro-active, you enjoy working independently but also enjoy having other supportive colleagues you can build relationships with at regular team meetings.

You are IT savvy and are confident in using laptops / tablets and are fluent in the different MS packages.

Your ideal role will be a varied one, where you're not stuck behind a desk all day; You enjoy working with people and helping to make a difference.

### About Us

Glanmor Chartered Surveyors specialise in property management, agency and professional services across all sectors of commercial property in South Wales.

As a recently formed company we have ambitious plans to grow and recognise the importance of selecting the candidates that will grow with us. We are committed to ensuring that a candidate is skilled and equipped to do the best job they can and that they have the opportunity to realise their full potential.

As an RICS regulated firm, our values set out the commitments we have made to deliver excellent service and they inform the relationships that we have with customers and clients. They shape our culture and are used in measuring and rewarding performance.