

# Position Description

Position Details:	
Title	Strata Manager
Department	Strata Choice
Reports to	Associate Director
<b>Job Summary:</b>	<p>The core focus is providing exceptional Strata Management activities across your portfolio of strata plans.</p> <p>Undertaking the day to day management of a portfolio of strata and community schemes, working closely with our clients to deliver superior service outcomes. Using experience and forward planning to identify and overcome challenges.</p> <p>Success in this role will be achieved by:</p> <ul style="list-style-type: none"> <li>• Developing excellent long-term client relationships to contribute to the stability and growth of the branch</li> <li>• Strata Plan retention and growth of the portfolio</li> <li>• Sound knowledge and accuracy in respect of any advice given to clients regarding the applicable legislation, including the ability to handle complex matters utilising sound judgement based on hands on experience</li> <li>• Achieving excellence in service delivery and response times to the clients</li> <li>• Achieving excellent client feedback from surveys and other measurement tools</li> <li>• Working effectively in the capacity of Strata Manager within the team, mentoring and guiding more junior members as required</li> <li>• Commitment to continuous improvement of your expertise in the industry, to undertake all learning and development opportunities required relevant to the role</li> </ul>
<b>Strata Portfolio Management Responsibilities</b>	<p>This role is accountable for the management of the assigned strata plan portfolio.</p> <p>Success in this area will be achieved by:</p> <ul style="list-style-type: none"> <li>• Delivering exceptional strata management services of a strata portfolio.</li> <li>• Ensure that only those duties and powers delegated to the company are provided and that where required by the agency agreement appropriate approval to exercise a delegated function or duty from the Strata Committee (SC) or Owners Corporation (OC) is obtained.</li> <li>• Where delegated the responsibility ensure that repair / maintenance of client common property is carried out expeditiously, economically and to an exceptional standard and that the instructions / expectations of the EC / OC are met.</li> <li>• Providing exceptional customer service by responding proactively to each building in your portfolio.</li> <li>• Under instruction from the owner's corporation, liaise with local councils and consultants regarding fire safety issues and occupational health and safety requirements and assist in obtaining advice regarding building maintenance, structural rectification and legal matters.</li> <li>• Convene and attend Extraordinary General Meetings and Strata Committee Meetings as required.</li> <li>• Preparing and distributing all meeting documents in accord with company and legislative guidelines</li> <li>• Co-ordinating the preparation of administration budgets and arrange capital works fund budgets together with the provision of reconciled accounts including balance sheet, statement of income and expenditure and levy report status. Working with our Strata Finance team as required.</li> <li>• Ensuring that the strata schemes remain insured within the requirements of the Strata Schemes Management Act and to process any insurance claims.</li> </ul>

# Position Description

	<ul style="list-style-type: none"> <li>• Dealing with or escalating any complaints made by owners/residents.</li> <li>• Accurately recording and processing all Schedule B charges.</li> <li>• Attending training seminars, programmes, team building events or conferences as required by the company</li> <li>• Deliver exceptional customer service</li> <li>• Preparing for and attending additional meetings of the OC and EC as required and from time to time at the initiative of the company.</li> </ul>	
<b>Building Relationships</b>	<p>This role is accountable for building and maintaining exceptional relationships with the strata and broader Strata Choice teams so that our teams are well supported and clients experience an exceptional service.</p> <p>Success in this area will be achieved by:</p> <ul style="list-style-type: none"> <li>• Building and maintaining exceptional relationships across all stakeholders</li> <li>• Creating successful and effective relationships with internal stakeholders that supports deliver of successful relief and review activities</li> </ul>	
<b>Risk, Compliance and Governance</b>	<p>This role will be accountable for adhering to compliance requirements so that the organisation meets its regulatory and legal obligations.</p> <p>Success in this area will be achieved by:</p> <ul style="list-style-type: none"> <li>• Adopting and implementing existing processes</li> <li>• Ensuring that the right stakeholders are engaged prior to actioning any changes relating to process or current agreements, documents or procedures</li> <li>• Ensuring that you comply with ethical standards and industry codes of conduct.</li> <li>• Delivering all services to clients in line with current industry, company and legislative requirements</li> <li>• Ensure effective documentation and use of our Strata systems and technology as per our current policies and procedures</li> </ul>	
<b>Organisation values and behaviours</b>	<p>Strata Choice is a values-based organisation and this role is required to demonstrate behaviours aligned to our organisation's values. Including;</p> <ul style="list-style-type: none"> <li>• Maintaining appropriate personal presentation, in line with current company policy</li> <li>• Behaving in accordance with all company policies</li> </ul>	
<b>Qualifications</b>	<p>Essential</p> <ul style="list-style-type: none"> <li>• Certificate IV in Strata Management</li> <li>• Strata Managing Agents Licence</li> <li>• Drivers Licence and access to vehicle</li> </ul>	<p>Desirable</p> <ul style="list-style-type: none"> <li>• Degree in relevant subject</li> </ul>
<b>Experience</b>	<p>Essential</p> <ul style="list-style-type: none"> <li>• Minimum 3 years strata management experience</li> </ul>	
<b>Skills</b>	<p>Essential</p> <ul style="list-style-type: none"> <li>• Great communication skills</li> <li>• Organised and methodical</li> <li>• Account management and negotiation abilities</li> <li>• Excellent problem-solving skills</li> <li>• Passion for logic and critical thinking</li> <li>• Exceptional written and verbal communication skills</li> <li>• Strong service orientation and ability to deliver exceptional customer experience</li> <li>• Extensive industry knowledge</li> <li>• Basic Microsoft office suite experience</li> <li>• Knowledge of Strata Industry systems such as Rockend, Strata Vote</li> <li>• Intermediate or advanced Microsoft Office suite experience</li> <li>• Pragmatic and flexible in approach to change</li> </ul>	
<b>Desirable skills</b>	<ul style="list-style-type: none"> <li>• Previous leadership experience</li> <li>• Experience managing BMCs and Company Title schemes</li> </ul>	
<b>Performance Appraisal</b>	<ul style="list-style-type: none"> <li>• In accordance with the Company's performance appraisal system.</li> </ul>	