

Junior Strata Manager

Strata Lifestyle is a medium size, boutique strata, where customer service is paramount.

We are looking for an enthusiastic, hard working employee, passionate about life and starting a career in Strata. Patient, polite and light hearted.

No experience in Strata required, must be attending or interested in completing Registration Certificate with a desire to become a Strata Manager.

Home Office at Ashbury, Flexible hours, Casual environment.

Secretarial skills, Outlook, Word and Excel essential.

All training will be provided for Administration Work including support role, liaising with owners, committee members and trade personnel, reporting, attending complexes, keeping repair & Fire Registers plus every aspect of Strata managing.

Offering long term employment, full training in all aspects of Strata with the potential to work from home once trained. Support and assistance to obtain your Class 1 Strata Manager with definite potential long term employment and management role, as Strata Lifestyle steadily continues to grow.

We are looking for an employee that enjoys helping others, is passionate about life and learning.

Key responsibilities of the position include:

- Communicating with Strata Managers and Strata Companies
- Communicating with field operators issuing work orders and scheduling
- Data entry using various programs
- Answering incoming calls with a professional manner
- Responding to email queries from Strata Managers and team members
- Assisting Portfolio Managers within the office with quotes, work orders and other administrative requests

- Build your strata knowledge and support assigned Strata Managers in all aspects of the management of a diverse portfolio
- Preparing meeting minutes and agendas for Committee / General meetings
- Document preparation prior and post meetings through an electronic cloud-based platform
- Attending to customer queries via email, phone or in person
- Assist in maintaining records and statutory deadlines (insurance, inspections etc)
- Scanning and photocopying of documents
- Growing skills to eventually becoming a Strata Manager with your own portfolio

Key duties and responsibilities

- Assisting and providing support to strata managers
- Dealing with phone and email enquiries
- Organising repairs and maintenance
- Maintaining documents and records using a document management system
- Undertaking administrative duties
- Excellent Customer Service skills
- Motivation to learn and succeed
- Strong written and verbal communication skills
- High attention to detail
- Strong administrative skills
- Effective time management and the ability to multitask
- Positive attitude and personable

ABOUT YOU:

We believe a successful person for this role brings the following:

- A positive and happy attitude
- High attention to detail
- Excellent verbal and written communication skills, including a professional telephone manner
- Ability to multi-task and prioritise in a busy work environment
- Well-developed time management and conflict resolution skills
- Ability to receive and take on board feedback to help role improvement
- Strong computer literacy including use of Microsoft Office, Excel in particular
- Willingness to embrace a team attitude and always be willing to help out
- Experience in Strata / Real Estate or trade services administrative support
- Immediate start if possible Excellent Customer Service skills
- Motivation to learn and succeed
- Strong written and verbal communication skills
- High attention to detail
- Strong administrative skills
- Effective time management and the ability to multitask
- Positive attitude and personable

Qualifications and Experience

- No Strata Management experience required
- Certificate of registration would be ideal but is not required
- Excellent computer skills and ability to learn new strata system
- Professional telephone manner
- Strong & efficient written and verbal communication skills
- Ability to work under pressure and multi-task in a fast paced environment
- Attention to detail

- Willingness to learn and be a team player.

What you'll get in return

- Chance to join a personalised boutique strata
- Ongoing training and support
- Career progression and development
- Flexible working
- Study support and assistance
- Work with a friendly and supportive team