

<b>Duties &amp; Responsibilities</b>	<b>Schedule B</b>
<b>COMPANY:</b>	<ul style="list-style-type: none"> <li>Best Practice Real Estate Pty Ltd ACN 005 972 276</li> </ul>
<b>LICENSE NUMBER:</b>	<ul style="list-style-type: none"> <li>024546L</li> </ul>
<b>TRADING NAME/S:</b>	<ul style="list-style-type: none"> <li>Rent Roll Maximiser</li> </ul>
<b>DIVISION:</b>	<ul style="list-style-type: none"> <li>Property Management</li> <li>Trust Accounts &amp; Administration</li> </ul>
<b>LOCATION:</b>	<ul style="list-style-type: none"> <li>123 ABC Street, Melbourne, VIC, 3000</li> </ul>
<b>TITLE OF POSITION:</b>	<ul style="list-style-type: none"> <li>Property Management Assistant / Leasing Consultant</li> </ul>
<b>DIRECTORS / OIEC:</b>	<ul style="list-style-type: none"> <li>Michael Furlong</li> </ul>
<b>DATE:</b>	<ul style="list-style-type: none"> <li>December 2021</li> </ul>
<b>DIRECT REPORTS:</b>	<ul style="list-style-type: none"> <li>Nil</li> </ul>
<b>REPORTS TO:</b>	<ul style="list-style-type: none"> <li>Senior Property Manager</li> <li>Department Manager / Team Leader</li> <li>Officer in Effective Control</li> </ul>
<b>POSITION OBJECTIVE:</b>	<ul style="list-style-type: none"> <li><b>Best Practice Real Estate</b> aims to provide competitive services in the Real Estate market, selling and managing residential property. The organisation is continually seeking to enhance its reputation among both the public and members of the industry for honesty, integrity, and competence as Real Estate practitioners</li> <li>To assist the Senior Property Manager with direct leasing and administrative support connected to the Company's Portfolio of Rental properties</li> <li>To provide General Leasing and Administrative support to other Property Management Staff as directed by the Senior Property Manager, Department Manager or Company Director</li> <li>To provide administrative and special projects support to all the Company's various divisions but with a primary focus on the Property Management Division</li> <li>Supporting a Team of professionals, the individual will be required to demonstrate initiative and work as an enthusiastic Team member in accordance with the organisations office Policies &amp; Procedures, keeping in mind the overall business objectives</li> <li>To assist Management with aligning the Property Management Division and its sub-functions towards the Company's core business &amp; financial objectives &amp; targets and promote business efficiency, profitability, and <b>Best Practice Real Estate</b> standards</li> <li>To gain valuable industry exposure, insight, and training to such a level that will enable the Employee to independently discharge the role of a Property Management Assistant / Leasing Consultant in accordance with Governing Legislation and <b>Best Practice Real Estate's</b> best practice principles</li> </ul>

<p><b>POSITION OBJECTIVE:</b> <i>(Cont.)</i></p>	<ul style="list-style-type: none"> <li>• To assist Management with implementing, periodically auditing and reporting on Key Divisional strategies relating to risk management, legislative compliance, database management, file management, internal documentation (policies, procedures, templates &amp; forms) and Customer Management strategy</li> <li>• To contribute (under supervision) to the development and implementation of <b>Best Practice Real Estate</b> “Property Management” systems &amp; processes connected to all of the Company’s divisions</li> <li>• To assist Management with ensuring that full synchronisation exists between the Core Functions within the Property Management Division and Accounts Division, with responsibility for ensuring that Trust Account money’s are received and treated in accordance with the Act. This responsibility also flows through to the payment of rent and bond money’s held in trust</li> <li>• Within a 12-month timeframe, to develop the skills necessary to progress to the stage whereby the Employee could manage their own Portfolio. The natural progression of this position would normally lend itself towards a Property Manager’s role</li> </ul>
<p><b>QUALIFICATIONS:</b></p>	<p><i>(Essential / Minimum Requirement)</i></p> <ul style="list-style-type: none"> <li>• Australian Driver’s License</li> <li>• Agents Representative Certificate</li> <li>• Meet the eligibility to be employed as an Agent's Representative</li> </ul>
<p><b>INDUSTRY EXPERIENCE:</b></p>	<p><i>(Desirable)</i></p> <ul style="list-style-type: none"> <li>• Intermediate administration skills applied within a Real Estate Agency or comparable environment</li> <li>• Previous experience in an Agency environment in either an Administrative role, Reception role, Assistant Property Manager or Leasing role</li> <li>• Previous experience with Real Estate Trust Account programs, such as RP Office / PropertyMe / Property Tree / Console or similar</li> <li>• Previous experience with Real Estate software - Property Trust Software</li> </ul>
<p><b>TECHNICAL SKILLS:</b></p>	<ul style="list-style-type: none"> <li>• Intermediate computer literacy</li> <li>• Ability to use Microsoft Office including Word, Excel, Outlook and PowerPoint</li> <li>• Intermediate understanding of the internet</li> <li>• Advanced Customer Service Skills</li> <li>• Advanced written skills</li> <li>• High Level of literacy &amp; reading comprehension</li> <li>• Effective verbal &amp; listening communication skills</li> <li>• Stress management skills</li> <li>• Time management skills</li> <li>• Analytical &amp; problem-solving skills</li> <li>• Strong numerical proficiency</li> </ul>

### LEGISLATIVE KNOWLEDGE:

*(As a minimum requirement of employment, it is the responsibility of the Property Management Assistant / Leasing Consultant to have a thorough understanding & working knowledge of the following acts and guidelines, and to be able to source information from the relevant acts that are relevant to the day to day running of the Real Estate business):*

- Estate Agents Act 1980
- Estate Agents (Professional Conduct) Regulations 2018
- A Guide to Real Estate Trust Accounting by the Estate Agents Council
- Estate Agents Act (General, Accounts & Audit) Regulations 2008
- Residential Tenancies Act 1997
- Residential Tenancies Regulations 2021
- VCAT Act 1998 & VCAT Rules 2018
- Owners Corporation Act 2006
- Owners Corporation Regulations 2018
- Retail Leases Act 2003 & Retail Leases Regulations 2013
- Trade Practices & Australian Fair Trading Act 2012
- Competition Consumer Act 2010 & Competition Consumer Regs
- Equal Opportunity Act 2010 & Disability Discrimination Act 1992
- Privacy Act 1988 & Australian Privacy Principles Guidelines
- Sale of Land Act 1962
- Building Act 1993 & Building Amendment Regulations 2018
- Domestic Building Contracts Act 1995
- Subdivision Act 1988
- Property Law Act 1958
- Electrical Safety Regulations 2019
- Planning & Environment Act 1987
- Occupational Health & Safety Act 2004 & Regulations 2017
- Human Resource Legislation 2009
- Fair Work Regulations 2009 & Fair Work Amendment Act 2018
- Corporations Act 2001
- Independent Contractors Act 2006
- Covid-19 Omnibus (Emergency Measures) Act 2020
- Residential Tenancies (Covid-19) Emergency Measures 2020
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Domestic Violence Act & Family Violence Protection Act 2008
- Personal Safety Intervention Orders Act 2010
- Housing Act 1983
- Drugs, Poisons & Controlled Substances Act 1981

<p><b>LEGISLATIVE KNOWLEDGE:</b> (Cont.)</p>	<ul style="list-style-type: none"> <li>• Heritage Act 2017</li> <li>• Consumer Legislation Amendment Act 2019</li> <li>• Sale of Land Amendments Regulations 2008</li> <li>• <b>Best Practice Real Estate</b> internal office Policies &amp; Procedures</li> </ul> <p><i>The Employee will be encouraged to attend training to strengthen their understanding of key legislation governing the Real Estate sector</i></p> <p><i>The Employee is required to seek out, either directly through reading the relevant act, or by speaking with a Senior Agent prior to making a decision that is impacted directly by a piece of legislation</i></p>
<p><b>BEHAVIOURAL PROFILE:</b></p>	<ul style="list-style-type: none"> <li>• Integrity and self-management</li> <li>• Respect for others and Team player</li> <li>• Intermediate organisational skills</li> <li>• Ability to meet deadlines</li> <li>• Ability to multitask &amp; prioritise</li> <li>• High level accountability &amp; compliance</li> <li>• Advanced communication skills</li> <li>• Energetic, enthusiastic, and innovative</li> <li>• Respect confidentiality</li> <li>• Astute judgement</li> <li>• Analytical and lateral thinking skills</li> <li>• Excellent interpersonal, negotiation and persuasion skills</li> <li>• Ability to demonstrate &amp; take initiative</li> <li>• Remaining calm &amp; professional, even whilst under pressure</li> <li>• Compliant, especially with prescribed documents</li> <li>• Ability to handle &amp; resolve conflict</li> <li>• Displays strong leadership qualities</li> <li>• Enthusiasm for training &amp; personal development</li> <li>• Demonstrate sound work ethics</li> <li>• Inspire confidence and credibility</li> <li>• Ability to be flexible when needed</li> <li>• Be honest, trustworthy, ethical and display strong moral values in accordance with the industry and Company standards</li> <li>• Proactive, punctual, and reliable</li> <li>• Polite, helpful, and responsive</li> <li>• Maintain a well-groomed and business-like appearance, whenever you are representing the Company, both in and out of the office</li> <li>• Strong problem solving and decision-making skills</li> <li>• Ability to listen to instructions and execute with a high level of accuracy &amp; attention to detail</li> <li>• Respectful of the Company's Policies &amp; Procedures</li> </ul>

<p><b>KEY OUTCOMES:</b> <i>(The Employee's performance will be measured against these indicators)</i></p>	<ul style="list-style-type: none"> <li>• Ability to demonstrate initiative</li> <li>• Ability to meet task deadlines</li> <li>• Quality of technical work</li> <li>• Ability to absorb technical knowledge and apply process</li> <li>• Level of legislative compliance</li> <li>• The ability to ascertain customer needs, and then to provide the most appropriate solution</li> <li>• Ability to demonstrate a good understanding of the business environment and the impact that their behaviour has on the reputation of the Company</li> <li>• The ability to create a positive, everlasting impression with the most professional, courteous, and expedient manner and to continually strive for superior client service</li> <li>• The ability to learn the systems &amp; processes required to adequately complete the end-to-end leasing &amp; management process</li> <li>• The number of both private and publicly advertised inspections that have been undertaken</li> <li>• The quality, accuracy &amp; effectiveness of the internet listings</li> <li>• The ability to convert vacant properties into rented properties within the Company's accepted vacancy period</li> <li>• The ability to achieve Rental amounts at or above a market benchmark at least 90% of the time</li> <li>• The quality and accuracy of the documentation required to successfully rent a property, including advertising, Rental documents, internal office documentation and ingoing entry condition reports</li> <li>• An attempt must be made to follow up all Renter inquiries on the same day that they are made – this can be in the form of a telephone call, an email, or an SMS</li> <li>• Ensuring that each person that attends an Open for Inspection is followed up for feedback within 48 hours of attending the open</li> </ul>
<p><b>KEY DUTIES:</b> <i>Leasing Consultant:</i></p>	<ul style="list-style-type: none"> <li>• Fully Responsible for the internet listings of vacant properties, including ensuring copy is accurate and up to date, photography accurately represents the property, the price and advertised bond amount is in accordance with the RRP's written instructions</li> <li>• Manage the inspection timetable – ensure that all relevant parties are informed in accordance with Company policy – Renters informed in writing, RRP's informed, OFI listed on the internet, inspection booked on OFI group diary</li> <li>• Perform the "Open for Inspection" in accordance with the Company guidelines, including property presentation, personal presentation, documentation, boards, Privacy Statement, Property Summary, &amp; Inspection Attendees lists</li> </ul>

### KEY DUTIES:

*Leasing Consultant: (Cont.)*

- Responsible for ordering the For Lease board, ensuring that the Owners Corporation has approved the installation (if required) and also that the RRP has approved the expense, and that the fee has been charged to the Residential Rental Provider
- Personally, handling every Renter inquiry (relating to your Portfolio) which includes internet inquiries, telephone call ins and office walk ins
- Providing regular feedback to the Senior Property Manager on Renter inquiries, OFI feedback, pricing issues, internet statistics in order for the Senior Manager to report back to the RRP
- Reporting on the OFI activity, including Renter feedback, pricing feedback, number of attendees, number of applications at the weekly Property Management meeting
- Personally, telephoning each person that has attended an OFI to obtain feedback – this must be done within 48 hours of the property inspection, with all notes & feedback recorded in the system
- Management of the application process under the supervision of the Senior Property Manager
- Reference checking Rental applications and communicating findings to the Senior Property Manager to inform the Owners as instructed
- Negotiating Rental Agreements in accordance with the Owner's written instructions
- Preparing all prescribed Rental documentation including Rental Agreements, Bond Lodgements, Ingoing Condition report and Inventory Lists & Owners Corporation Rules / Move-in Guides (if applicable)
- Notifying Utility Company's & Water Company's in writing of Rentals that are due to commence
- Meeting with Renters for sign up (Renter induction) of the Rental Agreement in accordance with the Company's "sign up policy"
- Setting up Rental Property files in accordance with the Company's Policy & Procedures to ensure that valid Management Authority (incorporating spending authority and level of service declaration) and Owner's Instruction forms exist
- Ensure that Rental Property files created within the Property Management Trust software are managed in accordance with the Company's Database Management strategy – including accurately scheduling the first 3-month inspection, subsequent 6-month inspection and correctly setting the rent review task
- Bond Management incorporating the recording of bond reference numbers within the Company's Trust software and the recording of all bonds that are returned, claimed (in whole or part) or in dispute for audit purposes
- Responsible to complete an accurate, detailed & compliant "Ingoing Condition report with detailed written and accurate notes & photos" to provide the Renter at the commencement of their Rental – it must be signed & dated by all parties, prior to the Renter taking occupation of the premises

<p><b>KEY DUTIES:</b> <i>Leasing Consultant: (Cont.)</i></p>	<ul style="list-style-type: none"> <li>• Responsible to ensure that the Renter returns the Condition report within 5 business days, and if not that there are notes in the system showing that you have communicated with them about this and noting that the original report will now be the report relied upon</li> <li>• Data entry into Trust Software / CRM of all Renter leads, including from the internet inquiries, attendees at OFI's and call ins</li> <li>• Manage advertising expenditure in strict accordance with the RRP's authorised spend and the signed advertising schedule</li> <li>• Liaising with Sales department for sales opportunities passing on leads of Applicants that have also expressed an interest in purchasing a property</li> </ul>
<p><b>KEY DUTIES:</b> <i>Assistant Property Manager:</i></p>	<ul style="list-style-type: none"> <li>• Renter Arrears Management incorporating the issuing of Rental arrears communication (both written &amp; verbal) to Renters and Notice to Vacates or Tribunal Applications (as applicable and as instructed by Owners)</li> <li>• Inspection Management incorporating ingoing condition report inspections, routines, pre-vacate and final vacate inspections</li> <li>• Maintenance Management incorporating the creation of work orders for all maintenance requests and the tracking of all urgent and non-urgent maintenance requests until completion</li> <li>• The review, audit and signing off of all maintenance invoices received against work orders logged – inspect work if required</li> <li>• Rent Review Management incorporating a system to track all reviews to ensure that RRP returns are fully maximised, and any Rental increase is supported by market evidence</li> <li>• Rental Renewal Management incorporating a system to track all fixed term Rental expiries</li> <li>• Conflict Resolution Management by way of promoting techniques designed to workshop potential conflicts and claims for compensation prior to formal Tribunal intervention</li> <li>• Tribunal Representation on behalf of Residential Rental Providers</li> </ul>
<p><b>KEY DUTIES:</b> <i>Business Development:</i></p>	<ul style="list-style-type: none"> <li>• Prospect for new Rental Management listings and conduct Rental appraisals as per targets set by management</li> <li>• Ensure that high level synchronisation exists between Company Sales and Rental divisions</li> <li>• Maintain &amp; build client relationships with referral Agents, Developers and Relocation Agents</li> <li>• Ensure that prospective customers are entered into the Company's database in accordance with its database management strategy</li> <li>• Foster and develop relationships with both RRP's &amp; Renters to promote value added business opportunities such as Landlord Insurance &amp; Renter insurance, Utility connections, Depreciation, Mortgage Broking to name a few</li> <li>• Conduct Rental appraisals accompanied by the Team Leader – Property Manager in accordance with industry standards and ensure that such reports are in writing and any representations contained within are fully supported by documented market evidence / comparables</li> </ul>

<p><b>CUSTOMER MANAGEMENT STANDARDS:</b></p>	<ul style="list-style-type: none"> <li>• Maintain regular verbal and written communication with current Renters &amp; RRP's (if approved by Senior Property Manager) to ensure that all communications are logged within the CRM / Trust software</li> <li>• Comply with all facets of the Company's Customer Management strategy and continue to promote excellent Customer Service standards</li> <li>• Contribute to a Customer Service culture that anticipates Customer's needs and provides professional solutions</li> <li>• Maximise returns and mitigate losses for RRP's</li> <li>• Always discharge duty of care obligations to both RRP's and Renters in accordance with governing legislation and common law</li> <li>• Represent the Residential Rental Provider in any proceeding brought before VCAT accompanied by the Senior Property Manager</li> </ul>
<p><b>TECHNICAL &amp; PROFESSIONAL KNOWLEDGE:</b></p>	<ul style="list-style-type: none"> <li>• Regularly review Rental property prices and market trends within all applicable geographic locations to ensure that any representations made to RRP's &amp; Renters are accurate, current, and substantiated by documented market evidence</li> <li>• Maintain and improve business and Property Management techniques by reviewing property journals and other relevant literature, podcasts, attending seminars and conferences</li> <li>• The Employee will become an individual member of the Real Estate Institute of Victoria and attend training to promote his / her own personal and professional development</li> <li>• Work closely with colleagues to ensure standardisation and application to Company Policies &amp; Procedures especially in the area of database management</li> </ul>
<p><b>ENVIRONMENTAL CONDITIONS:</b></p>	<ul style="list-style-type: none"> <li>• The Property Management Division can become quite busy, with certain months of the year much busier for renting than other months.</li> <li>• The Leasing Consultant may have to manage a number of projects at one time and may be interrupted frequently to meet the needs and requests of Staff members, Renters, RRP's, Customers, and the general public. The Leasing Consultant may find the environment to be busy, noisy and will need excellent organisational and time and stress management skills to complete the required tasks</li> </ul>
<p><b>STAFF DEVELOPMENT:</b></p>	<ul style="list-style-type: none"> <li>• Participate in Key Performance Indicator review processes to establish areas of improvement</li> <li>• Participate in the regular Performance Management review process adopted by the Company, by attending and actively participating in the 6 monthly scheduled performance reviews</li> <li>• It is encouraged for the Employee to become an individual member of the Real Estate Institute of Victoria and attend training to promote their own personal and professional development</li> </ul>

**STAFF DEVELOPMENT:** (Cont.)

- Where possible the Company will encourage, promote, and financially support / co-contribute for the Property Management Assistant / Leasing Consultant to attend industry training events, such as AREC, ARPM, PMLR, REIV Training Sessions and other Real Estate Conferences etc
- Participate in the Staff “90-day Action Plan Meetings” directly with the Principal
- Make use of the training materials offered by the Company including CD's, Books, DVD's, training manuals

<p><b>INTEGRITY:</b></p>	<ul style="list-style-type: none"> <li>• To be true to your word and to act honestly at all times. To follow through on your commitments and to promote the best interests of the Company, its Staff, and its customers at all times</li> <li>• To engage in responsible communication and maintain a professional context at all times</li> <li>• Not to engage in “gossip” or “irresponsible communication” that discredits or ridicules others</li> <li>• Never compromise your integrity or ethics</li> <li>• Accept that people you work with have strengths and weaknesses – harness their strengths and help them to work on their weaknesses</li> </ul>
<p><b>RESPECT:</b></p>	<ul style="list-style-type: none"> <li>• To consistently demonstrate a high level of respect for the ideas, contribution, values, and time of others</li> <li>• To respect and abide by the policies, systems, and processes of the Company</li> <li>• To aim to help others show respect when speaking to others, or when speaking about others</li> </ul>
<p><b>ACCOUNTABILITY:</b></p>	<ul style="list-style-type: none"> <li>• Fully accept personal responsibility for your own decisions and actions</li> <li>• Challenge unethical actions in others and hold individuals and the Team accountable for achieving goals and objectives</li> <li>• Address poor performance issues directly in a timely manner</li> <li>• Report both success and failures in an open and timely manner to management</li> </ul>
<p><b>EXCELLENCE:</b></p>	<ul style="list-style-type: none"> <li>• Aim to set high standards in everything that you do. Be proud of your achievements and those in your Team</li> <li>• Inspire those around you to reach their full potential</li> <li>• Set the bar high in terms of goals and targets</li> </ul>

The **Best Practice Real Estate** culture is underpinned by the values of Integrity, Respect, Accountability, and Excellence

