

**THE BELLBUOY GROUP**  
**PORTFOLIO ADMINISTRATOR**  
**PROPERTY MANAGEMENT DIVISION**  
**Job Description / Responsibilities**

**Department:** Property Management Division

**Reports To:** Portfolio Managers

**Company:** Bellbuoy – Leaders in Property Management

**Overall description:** Assist Portfolio Managers of the Property Management Division with the administration requirements for a portfolio of residential / commercial / mixed schemes. This includes, but is not limited to, assistance with the responsibilities listed below, which may change depending on work requirements. Bellbuoy management may request staff to assist in other areas within the company when necessary. Employees must comply with all Bellbuoy policies, processes and standards. All staff are expected to uphold the company's values, including a high ethical standard, professionalism, teamwork, and a strong sense of responsibility. The Portfolio Administrator relieves pressure on Portfolio Managers and ensures they have the time to undertake their responsibilities to positively represent the Bellbuoy brand, being "Leaders in Property Management".

The employee will be responsible for the following tasks:

1. The relief for portfolio managers while away from the office and must ensure proper management of the portfolio until their return.
2. Secretarial assistance to portfolio managers under the direction of the managers of the Property Management division. Refer Property Portfolio Manager job description for an understanding of the responsibilities involved and the deadlines for various tasks.
3. Secretarial assistance would include payment of accounts, preparation of community scheme documentation, agendas, minutes, letters and so on within time periods and all work to be correctly and timeously charged for. Where required, assistance with meetings during working hours may be necessary.
4. Assist the portfolio managers with special projects as directed by Bellbuoy management.
5. Attend to telephonic enquiries within 24 hours. Telephone calls must be replied to on the same day.
6. Timeous attendance of all matters / incidents reported via various software and / or media platforms and charge for this service where required.
7. Promote the company brand and inform management of new developments noticed to encourage business growth. Keep yourself informed of the profession you work in to enable effective workflows and assistance.
8. Attendance, participation and taking of minutes at the portfolio manager meetings and timeous attendance of matters following from this meeting.
9. All communications (minutes, agendas, letters, circulars, etc.) must be prepared using Bellbuoy templates downloaded from the intranet (download templates each time, do not save and use again) where such template is available. Where an additional template is needed, please forward your ideas to management. Please note that all Bellbuoy templates are subject to copyright and must be protected by using a pdf tool – do not send unprotected documentation to clients.

***The Portfolio Administrator of Property Management Division will undergo training / education to equip themselves with the necessary knowledge to fulfil the position they hold and will be expected to sign acknowledgement of the training facilities supplied to them by the company.***

SIGNED at GQEBERHA on this                      day of    in the year

EMPLOYEE: