

## **RESIDENT LIASON**

- Attend to Residents' Queries, Complaints and Requests for **Dwelling Related Issues**
- -- Conflict Management (according to Law, Normative and Internal Regulations / e.g. noise, use of common areas etc.)

## **ADMINISTRATIVE DUTIES**

- Ensure Safety and Security Residents and Grounds (according to the Law, Normative and International Regulations)
- Daily Property Inspections
- Maintain and Implement a Yearly Preventative Maintenance Program
- -PMS App; Supervise Response and Close Issues
- Regular Meeting with President
- Regular Written Reports to President and Vice President
- Prepare Documents, Draft Agenda and Minutes for Meetings
- Establishing Standards, Procedures and Protocols
- Circulars, Notices, Reminders, Letters of Awareness
- Lead AGM's/EGM's Process
- Lead New Initiaves and Projects
- Liaise with Administrator, Government and Local Authorities, Auditors, Community Lawyers, etc.
- Organise and Update Website

- Lead Budget and Forecast **Process**
- Cost Control; Find Competitive Offers
- Code and Approve All Invoices
- Supervise and Control Administrator's Montly Reporting
- Monitor and Assist in Collecting Overdue Resident Dues
- Assist Auditor and Adminstrator

- Hire and Train All In-House Staff
- Supervise all Staff in their Daily Activities
- Conduct Yearly **Appraisals**

- Find Appropriate Contractors for Maintenance and Repairs
- Oversee and Ensure Contractor Compliance
- Review Existing Contractor Contracts Annually, Negotiate and Secure Competitive Bids

## **ORGANIGRAM**

