

## **REAL ESTATE INDUSTRY AWARD 2010**

### **WAGE INCREASES EFFECTIVE FROM 1 JULY 2013**

Wage increases for the Real Estate Industry Award 2010 arising from the Annual Wage Review by the Full Bench of the Fair Work Commission and effective from the first full pay period on or after 1 July 2013.

The Full Bench increased the weekly wages by 2.6% for employees whose work is covered by this award.

These increases can be absorbed into over award payments.

If you need any clarification then please contact John Tamplin on 0417 552 801 or e-mail on [johntamplin@iprimus.com.au](mailto:johntamplin@iprimus.com.au).

<b>Classification level of employee</b>	<b>Minimum weekly rate as of 1 July 2013</b>
Property sales associate – first six months of employment at this classification	\$622.20
Property sales associate – after six months of employment at this classification	\$644.00
Property sales representative	\$659.70
Property sales supervisor	\$758.80
Property management associate	\$665.20
Property management representative	\$702.90
Property management supervisor	\$807.10
Strata/community title management associate	\$665.20
Strata/community title management representative	\$702.90
Strata/community title management supervisor	\$807.10

## **A.1 Property Sales Classifications**

### **A.1.1 Property Sales Associate**

(a) Role definition

The Property Sales Associate is engaged to assist Property Sales Representative(s) in the listing and/or sale of real property or businesses and/or alternatively, in the leasing of commercial, industrial or retail property.

(b) Indicative tasks

The indicative tasks for a Property Sales Associate are as follows:

- (i) Follow-up enquiries with sellers or buyers of real property, or property owners or potential tenants of commercial property;
- (ii) Prepare contracts of sale, commercial leases or agreements to enter into commercial leases;
- (iii) Prepare correspondence with sellers or buyers;
- (iv) Assist with property inspections including placement of sign boards, maintaining attendee lists from property inspections, opening and closing homes after inspection;
- (v) Assist with auctions of real property or businesses to the extent permitted under real estate law;
- (vi) Organise advertising for properties for sale or commercial lease;
- (vii) Sale process follow-up activities including building and pest inspections, searches and progress of the conveyance process; and
- (viii) Provide general operational support under the direction of authorised personnel such as Property Sales Representative(s).

### **A.1.2 Property Sales Representative**

(a) Role definition

- (i) A Property Sales Representative is engaged in the listing and/or sale of real property or businesses, either by way of private treaty, auction or tender.
- (ii) The Property Sales Representative may alternatively be responsible for the leasing of commercial, industrial or retail property, or act on behalf of a buyer of real property.

(b) Indicative tasks

The indicative tasks for a Property Sales Representative are as follows:

- (i) Perform market appraisals for sales of real property, businesses or commercial leasing;
- (ii) Use personal initiative, source prospective sellers or buyers of real property or businesses, or prospective property owners or tenants in relation to the leasing of commercial property;
- (iii) Supervise the necessary listing and sales documentation for real property or businesses, or leases or agreements to lease associated with commercial property;
- (iv) Conduct market research and provide marketing advice to customers of the real estate business;
- (v) Conduct negotiations between the prospective buyer and seller of real property or businesses, or between a prospective tenant and the property owner;
- (vi) Conduct inspections with interested parties for real property or businesses that are for sale (including open homes), or commercial property that is for lease;
- (vii) Organise advertising, sign boards, searches, etc.;
- (viii) Conduct auction(s) of real property; and
- (ix) Liaise with conveyancers or solicitors involved in the sale or commercial leasing process.

A.1.3 Property Sales Supervisor

(a) Role definition

- (i) A Property Sales Supervisor is employed to perform a broad range of skilled applications and the provision of leadership and guidance to others engaged in Property Sales classifications.
- (ii) The role involves significant initiative, judgment, decision-making and problem solving in relation to the listing, marketing and selling or commercial leasing of real property or businesses.
- (iii) This person is responsible for the overall leadership and supervision of a sales team in accordance with legislative and business requirements.
- (iv) The position may also involve contribution towards the development of a broad business plan/strategies and budgets and having the accountability and responsibility for self and others in achieving the outcomes.

(b) Indicative tasks

The indicative tasks for a Property Sales Supervisor are as follows:

- (i) Provide leadership in the workplace;
- (ii) Supervise and/or manage work team(s);
- (iii) Ensure compliance with the various obligations imposed under relevant real estate law;
- (iv) Implement and/or supervise quality customer service;
- (v) Develop and/or supervise operational plans;
- (vi) Manage personal work priorities and professional development of self and others in the work team(s);
- (vii) Facilitate change and innovation;
- (viii) Resolve customer complaints;
- (ix) Develop and implement customer service strategies;
- (x) Involvement in selling of real property or businesses, or leasing of commercial property; and
- (xi) Responsibility for the overall supervision of the office as a licensed real estate agent and as required under real estate law.

## **A.2 Property Management Classifications**

### **A.2.1 Property Management Associate**

In this classification, the term more senior person means a Property or Strata Management Supervisor or Property Management Representative, or the employer.

(a) Role definition

- (i) A Property Management Associate works under the supervision of, and assists and/or carries out duties and functions as directed by a more senior person, in the management of real property.
- (ii) The Property Management Associate may be responsible for a single function (e.g. property inspections, or organisation of repairs).

(b) Indicative tasks

The indicative tasks for a Property Management Associate are as follows:

- (i) Provide support to a more senior person in a range of functions associated with the tenancy and maintenance of property, in accordance with property owners' instructions;

- (ii) Respond to general enquiries from potential tenants;
- (iii) Under instruction from a more senior person, conduct single portfolio tasks;
- (iv) Prepare property condition reports (ingoing, outgoing and periodic) under the direction of a more senior person;
- (v) Prepare and confirm tenancy agreements;
- (vi) Act as liaison between tenants and property owners regarding prospective tenants, agreements, repairs and tenancy termination;
- (vii) Collect rents from tenants and issue rental receipts;
- (viii) Investigate and arrange for the collection of rental arrears;
- (ix) In consultation with a more senior person, arrange maintenance and repairs to properties under management;
- (x) Generate property status reports as required by a more senior person;
- (xi) Prepare and update rental lists and websites; and
- (xii) Prepare advertising material and brochures for properties to be tenanted.

#### A.2.2 Property Management Representative

##### (a) Role definition

- (i) A Property Management Representative is engaged, on behalf of the employer, in the management of a portfolio of properties (either residential, commercial, industrial or retail).
- (ii) The person carries out duties under limited supervision and is responsible and accountable for their work under the broad scrutiny and direction of the employer, or a Property Management Supervisor.
- (iii) The Property Management Representative would need to possess a sound knowledge of the applicable State or Territory real estate legislation in relation to property management.

##### (b) Indicative tasks

The indicative tasks for a Property Management Representative are as follows:

- (i) Prospect for and secure new property managements;
- (ii) Complete documentation including agency agreements, tenancy agreements and rental bond documents;

- (iii) Organise property repairs and maintenance, including property condition reports;
- (iv) Provide advice to property owners and tenants on preventative and planned maintenance;
- (v) Assess and process tenancy applications;
- (vi) Control tenancies;
- (vii) Collect rents;
- (viii) Account for rents and expenses to property owners;
- (ix) Manage rental arrears;
- (x) Conduct property inspections and prepare inventory and condition reports;
- (xi) Appear before, and provide advice to property owners on, Residential Tenancy Tribunal matters (including termination of tenancies);
- (xii) Liaise with and report to property owners;
- (xiii) Attend and/or conduct strata management meetings;
- (xiv) Complete strata management documentation; and
- (xv) Carry out all duties and functions required for strata management.

### A.2.3 Property Management Supervisor

#### (a) Role definition

- (i) A Property Management Supervisor is responsible, on behalf of the employer, for supervising Property Management Representatives and the overall supervision of a rent roll or portfolio of strata title managements.
- (ii) The role involves significant initiative, judgment, decision making and problem solving in relation to landlord and tenant or strata title management matters.
- (iii) It may also involve contribution towards the development of departmental business plans or strategies and budgets, and/or having the accountability and responsibility for self and others in achieving the outcomes.

#### (b) Indicative tasks

The indicative tasks for a Property Management Supervisor are as follows:

- (i) Provide leadership in the workplace;

- (ii) Supervise and/or manage work team(s);
- (iii) Ensure compliance with the various obligations imposed under relevant real estate law;
- (iv) Implement and/or supervise quality customer service;
- (v) Develop and/or supervise operational plans;
- (vi) Manage personal work priorities and professional development of self and others in the work team(s);
- (vii) Facilitate change and innovation;
- (viii) Resolve customer complaints;
- (ix) Develop and implement customer service strategies; and
- (x) Supervise a portfolio of rental properties.

### A.3 Strata and Community Title Management Classifications

Strata and Community Title Management employees are concerned with the day-to-day operations and management of common property on behalf of owner's corporations or bodies corporate under relevant community title and/or strata schemes legislation. They are not real estate property managers in the context of real estate agency practice.

#### A.3.1 Strata/Community Title Management Associate

In this classification, the term **more senior person** means a Strata/Community Title Management Supervisor or Strata/Community Title Management Representative, or the employer.

##### (a) Role definition

- (i) A Strata/Community Title Management Associate works under the supervision of, and assists and/or carries out duties and functions as directed by a more senior person, in the management of owners corporations' common property.
- (ii) The Strata/Community Title Management Associate may be responsible for strata management function (e.g. collecting and processing information, monitoring building facilities or and assisting with organisation of maintenance issues). They would need to possess a basic knowledge of the applicable State or Territory strata and community titles legislation and other specific property related disciplines.

##### (b) Indicative tasks

The indicative tasks for a Strata/Community Title Management Associate are as follows:

- (i) Provide support to a more senior person in a range of functions associated with strata and community title management, in accordance with owners' corporations instructions;
- (ii) Respond to general enquiries from the owner's corporation of strata and community title schemes;
- (iii) Under instruction from a more senior person, conduct various tasks to meet clients needs and expectations;
- (iv) Assist in the preparation of Strata/Community Title management agreements etc;
- (v) Investigate and arrange for the collection of maintenance and sinking fund arrears;
- (vi) In consultation with a more senior person, arrange maintenance and repairs to properties under strata management;
- (vii) Assist with organising and conducting strata management meetings including meetings of owner's corporation(s);
- (viii) Collect and process property information and reports as required by a more senior person; and
- (ix) Maintain business resources.

#### A.3.2 Strata/Community Title Management Representative

##### (a) Role definition

- (i) A Strata/Community Title Management Representative is engaged, on behalf of the employer, in the management of a portfolio of owners' corporations, strata and or community title common properties (residential, commercial, industrial, retail, special use and resort accommodation, etc).
- (ii) The person carries out duties under limited supervision and is responsible and accountable for their work under the broad scrutiny and direction of the employer, or a Strata/Community Title Management Supervisor.
- (iii) The Strata/Community Title Management Representative would need to possess a sound knowledge of the applicable State or Territory strata and community titles legislation and other specific property related disciplines.

##### (b) Indicative tasks

The indicative tasks for a Strata/Community Title Management Representative are as follows:

- (i) Prospect for and secure new strata/community title schemes;



- (ii) Implement compliance with the various obligations imposed under relevant strata and community title legislation and associated legislation;
- (iii) Assess and implement strata/community management agreements;
- (iv) Coordinate maintenance and repairs of properties and facilities;
- (v) Implement and monitor procurement processes;
- (vi) Participate in developing and establishing property and facilities contracts;
- (vii) Liaise with and report to owners corporations executives;
- (viii) Facilitate and report on meetings;
- (ix) Complete strata management documentation;
- (x) Carry out all duties and functions required for strata/community management;
- (xi) Manage conflicts and disputes;
- (xii) Select and appoint contractors;
- (xiii) Monitor and report on financial activities and maintain business records; and
- (xiv) Implement customer service strategies.

### A.3.3 Strata/Community Title Management Supervisor

#### (a) Role definition

- (i) A Strata/Community Title Management Supervisor is responsible, on behalf of the employer, for supervising Strata/Community Title Management Representative(s) and the overall supervision of a portfolio of strata and community title managements.
- (ii) The role involves significant initiative, judgment, decision making and problem solving in relation to owners corporations strata and or community title management matters.
- (iii) It may also involve contribution towards the development of organisational business plans or strategies and budgets, and/or having the accountability and responsibility for self and others in achieving the outcomes.
- (iv) The Strata/Community Title Management Supervisor would need to possess in depth knowledge of the applicable State or Territory strata and community titles legislation and other specific property related disciplines, and those affecting general business practices.

(b) Indicative tasks

The indicative tasks for a Strata/Community Management Supervisor are as follows:

- (i) Provide leadership in the workplace;
- (ii) Supervise and/or manage work team(s);
- (iii) Ensure and manage compliance with the various obligations imposed under relevant strata and community title legislation and associated legislation;
- (iv) Manage the owners corporation processes for legislative compliance;
- (v) Implement and/or supervise quality customer service;
- (vi) Develop and/or supervise operational plans;
- (vii) Manage and develop teams and individuals;
- (viii) Plan and manage business finances for the organisation and clients;
- (ix) Manage and resolve customer complaints;
- (x) Develop and implement customer service strategies;
- (xi) Supervise and manage a portfolio of strata/community title schemes;
- (xii) Establish business networks;
- (xiii) Develop and manage property or facilities contracts, etc;
- (xiv) Manage and monitor safe workplace practices; and
- (xv) Develop and manage an ethical framework for business operations.

**Who Can I Contact for More Information and Assistance?**

If you would like to discuss any concerns you may have in relation to issues of employment or any other employment related issues you may have, please contact:

**John Tamplin**

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Or go to our website at <http://www.johntamplinconsulting.com.au>

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Remember to call us if you need some help, we do not normally charge for phone advice.