



# POSITION DESCRIPTION

**POSITION TITLE:** Strata Manager

**LOCATION:**

**MALAYSIA**

**PHILIPPINES**

**VIETNAM**

## ASW COMPANY OVERVIEW

AS White Global (ASW) is an Australian owned company with offices in Sydney, Vietnam, the Philippines, and Malaysia. We are specialists in unified offshore staffing solutions and have been working in Southeast Asia for the past decade. Our ASW employees are part of our very special ASW family and culture, but also integrate into our client's brand and team – effectively you get two work families!

Working in our local ASW company culture means you will develop strong friendships and great support networks. You will be part of a positive and engaged environment, participate in team and company events, and have access to global training and development opportunities. In addition, you will get exposure working with our international clients and build on your existing skill sets.

## OVERVIEW

AS White is currently looking for someone who is responsible for successfully supporting Senior Strata Manager with managing a complex portfolio of buildings or clients on a day-to-day basis. In addition to this and if required, providing guidance to any Associate Strata Manager/s within the team. The Strata Manager will work remotely but closely with Senior Strata Manager in managing their day-to-day functions and activities.

## KEY RESPONSIBILITIES

The Strata Manager should have a full and complete understanding and knowledge of the portfolio being managed and be confident enough to seamlessly step into the Senior Strata Manager's role and run the portfolio, should the Senior Strata Manager be away on annual leave or sick leave

- Resolve client problems and complaints as they arise.
- Be familiar with the relative strata legislation.
- Apply the relative strata legislation as required.
- Adhere to policies, procedures and systems.
- Utilise response templates when managing recurring problems.
- Utilise fact sheets and FAQ fact sheets for handling particular problems and situations.
- Strata Management Agreements (updated from time to time)
- Unit Titles (Management) Act/Strata Schemes Management Act (updated from time to time)
- Handle specific Operating Manual/s for Strata (updated from time to time)
- Tasks and Responsibilities Matrix (updated from time to time)
- Manage Office procedure documentation
- Ensure relationships are maintained with existing client base to ensure continuation of business relationships.
- Maintain relationships with Executive/Strata Committees to ensure the continuation of profitable business relationships.



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- As required by Senior Strata Manager schedule regular meetings with Executive/Strata Committees.
- Ensure all aspects of the Customer Service provided are of the highest order.
- Ensure by your actions that the Owners Corporation, Executive Committees and Residents are aware of the value that the Strata Manager brings to the Units/Strata Plan
- Well Versed with various Company Policy and Procedure documentation including the following:
  - Induction policy (updated from time to time)
  - Training & Development Policy (updated from time to time)
  - Zero Tolerance Policy (updated from time to time)

## QUALIFICATIONS AND EXPERIENCE:

- Must possess at least 3-5 years working experience in the relevant field
- Proficient in English both written and spoken.
- Good financial acumen AND/OR good understanding of maintenance and facilities would be desirable
- Familiar and demonstrate an intermediate understanding of financial information including Balance Sheets, Income Statements, and budgets
- Ensuring fluid communications including running strata meetings, sending any important announcements, etc.
- Possess a thorough understanding of all regulations governing related to strata management
- Show a strong teamwork ethic.
- Encourage a 'teamwork' mentality within your team.
- Be a solid, reliable team player and member
- Strong in building working relationships with the building manager, facility manager, maintenance team, residents, agents, tenants and general public

## ASW OFFERS

- We are experts in offshoring partnerships. This means that you will be a trusted member of the ASW family, and get access to our great benefits, plus you also get to work directly with one of clients.
- In our unique English-speaking environment, you can practice and enhance your English with peers and international client teams based in either Australia, UK, US or NZ.
- Get global access to Learning & Development programs.
- Great work-life balance.
- Competitive remuneration.
- Excellent medical benefits.
- Great Paid Leave entitlements.
- Company parties/events, future travel opportunities and other exciting activities.
- Ongoing career opportunities.