

JOB DESCRIPTION

Position/Designation	: DGM/GM- Property Manager	Location	: Palava
Department	: Hospitality and Property Management	Cell	: Hospitality and Property Management

Job Purpose (how the job contributes to the overall organizational objectives):

Role is of a property manager, who handles end to end any issues arising in his/her region. Ranging from Engineering, Housekeeping, clubs, horticulture, mobility, Customer experience, etc. He/ she will ensure the Front Desk Operations at the residential buildings, common area upkeep and maintenance, security, landscaping, etc. are all operating at world class standards and thus contribute to our goal of providing a true high-end residential experience. The position ensures operations meets the Lodha Group's customer expectations, ensuring employee satisfaction and maximizes financial performance.

Job Duties and Responsibilities

- Develop relationships with the residents, with a single minded focus on delivering a differentiated and personalized experience
- Ensure customer understanding and feedback loop
- Keeps project operations team focused on the critical components of operations to drive customer satisfaction and the desired financial results.
- Ensure that all operational areas have an atmosphere that is conducive to the overall customer experience.
- Establish a database on residents and create a process on recognizing special occasions like birthdays, etc.
- Review financial reports and statements to determine how Operations is performing against budgets
- Strives to improve service performance.
- Communicates a clear and consistent message regarding operational goals to produce desired results on a continuous basis
- Operations and Operational problem-solving
- Drives the site culture (of Associates and outsourced staff) and thereby delivering on positive customer experience
- Tours residential buildings on a daily basis speaking with employees and residents to understand business needs and assess operational opportunities.
- Financial Management – capable of operating within the constraints of the CAM budget and providing timely reporting of financial performance
- Site CAM P&L meeting targets/budgets; annual Budget preparation - Prepares annual budget for staffing and operating expense. Proposes items to be included in annual Capital Plan
- Maintain complete knowledge about Society Rules & Regulations and Lodha policies
- Develops systems and procedures that achieve higher cost efficiency and customer satisfaction
- Demonstrates urgency in response and handling of customer problems and complaints
- Strives to improve service performance.
- Supports HPM-managed Clubhouse with operational requirements (HK, maintenance, procurement, etc.), ensures customer satisfaction levels

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- Coordinates with internal Lodha Group departments like Landscaping, etc. for maintenance of the entire complex
- Plans in coordination with HPM Central team a monthly Activities calendar for resident engagement and implements the same
- Life Safety/Loss Prevention – the consistent implementation of high standards for all aspects of life safety, loss prevention, unit owner identity and privacy protection
- Security and safety of all residents and associates

Interactions

- **Internal Interactions**

HPM Central team
 Construction Management, Finishing team
 Procurement
 HR
 Accounts
 Customer Care

- **External Interactions**

Customers – residents
 Specialized service providers for resident activities/ engagement
 Liaison with local authorities as required with Lodha corporate assistance

Job Requirements

Educational Qualification	:	3-year Diploma / Bachelors in Hotel Management in Hospitality/Tourism/Hotel Management or equivalent.
Special Requirements	:	
Key Competencies		Business communication skills Inter-personal skills Technology ability - Emails, Presentations Ability to lead a team and direct them