

Property Manager

This interview guide is intended to be used in conjunction with the Vervoe skills assessment. Where a candidate has scored Low - Medium on a skill, focus on asking more questions from that skill to gain deeper insight into their level of competency.

Assessment Score	HIGH MEDIUM LOW
Assessment Skills	Property Manager, Negotiation, Time Management

Competency/Skill	Candidate with this will display
Property Manager	<ul style="list-style-type: none"> Strong communication skills to manage multiple stakeholders including tenants and landlords in both commercial and residential settings Acts as a third party to support both tenants and residents
Questions	
	Describe a time where you have managed a particularly difficult tenant or landlord. Why were they difficult and how did you manage this relationship?
	As a Property Manager, who is your client, tenant or landlord? Why?
	Describe a time where you have had to evict tenants. How did you manage this process?
Comments	

Competency/Skill	Candidate with this will display
Negotiation	<ul style="list-style-type: none"> Strong negotiation skills to ensure highest price is met with every lease Understands win/win scenarios in negotiations Enjoys negotiating and views it as a challenge
Questions	
	Describe the toughest negotiation you have won. How did you do this?
	Describe a negotiation you have lost. Would you do anything differently a second time around?
	If you were helping a new property manager what would be your top tips when it comes to negotiating?
Comments	

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Competency/Skill	Candidate with this will display
Time Management	<ul style="list-style-type: none">• Can balance multiple tasks with ease without jeopardising accuracy• Prioritises tasks in order of importance to execute• Schedules meetings and inspections with tenants

Questions	
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	This role requires you to manage multiple properties that will be at various stages of the leasing process. How will you effectively manage your time? Feel free to use previous examples.
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	Have you ever missed a deadline or not leased a property on time? What was the situation and what would you change for next time?
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	What time management tools do you use to keep yourself on track?
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Comments	
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