Rochelle Erasmus

Remote Property Manager

With a Bachelor of Commerce in Strategic Management and extensive experience in property management, financial administration, and business support, I provide tailored virtual assistance to businesses in both the South African and UK markets. My background includes managing portfolios for property owners, optimising asset performance, and ensuring compliance with regulatory standards, allowing my clients to focus on growth and profitability. I've developed a keen eye for detail, problem-solving, and risk management. I'm also proficient in CRM systems such as Monday, Slack, and Bitrix24, as well as Microsoft Office, making me a highly efficient support partner for any business. Whether it's managing tenant relations, preparing financial reports, or streamlining workflows, I bring professionalism, organisation, and a proactive mindset to every task. My commitment to client satisfaction drives me to constantly enhance processes and deliver exceptional results.

DOWNLOAD PDF | WORKING STYLE

Skills and Experience

Technical skills & Software tools

- Microsoft Office & G-Suite
- Monday.com, Trello & Asana
- PayProp
- Goodlord
- Coho
- Spareroom
- OpenRent
- Rex
- Slack
- Beatrix24
- Outlook
- Clockify
- Xero & Quickbooks
- Linkedin
- Facebook & Youtube
- ChatGPT
- Mailchimp & Rex
- Shopify
- Salesforce

Professional skills

- General Administration & Organisation
- Proofreading
- Diary & Email Management
- Property Portfolio Management
- Development & Management of Filing Systems
- Accounting & Bookkeeping
- Minute Taking & Data Capturing
- Customer Service
- Property Maintenance
- Risk Management
- Travel Management & Booking
- Lead Prospecting

Industry Experience

- Property
- Finance
- Administration & Support Services
- Hospitality
- Advertising & Marketing
- Customer Service & Sales
- Business Management, Consulting & Coaching
- Travel & Tourism

Work Experience

Remote Property Manager

Outsourcery
May 2025 - Current

- **Providing tailored virtual assistance and remote property management to businesses in the UK markets.**

Remote Property Manager & Virtual Assistant

Freelance
Nov 2023 - Current

- **Manage calendars, schedule appointments, and organise meetings.**
- **Handle email correspondence, respond to inquiries, and draft replies.**
- **Conduct data entry and maintain organised digital filing systems.**
- **Prepare and edit documents, reports, and presentations.**
- **Manage social media accounts, create posts, and monitor engagement.**
- **Coordinate travel arrangements, including booking flights, accommodations, and transportation.**
- **Assist with project management by tracking deadlines and progress.**
- **Handle customer service inquiries, providing support via phone, email, or chat.**
- **Process invoices, track expenses, and manage financial records.**
- **Create and maintain databases or spreadsheets for tracking tasks, contacts, or inventory.**
- **Assist with online shopping, purchasing, and order management.**
- **Generate reports and provide updates on task completion and project status.**

Property Management

- **Manage property listings and handle marketing tasks across various platforms.**
- **Assist with tenant communication, lease agreements, and document management.**
- **Coordinate maintenance requests and schedule repairs with contractors.**
- **Monitor rent payments, send reminders, and track financial records.**
- **Provide administrative support, including managing calendars, emails, and reports.**

Achievements

- **Successfully managed the end-to-end tenancy process for a broad portfolio of rental properties, handling onboarding, referencing, AML compliance, and documentation with precision.**
- **Streamlined the maintenance request process using platforms like PayProp and Monday.com, reducing resolution time by implementing a structured ticketing system for faster contractor allocation and follow-ups.**

Branch Manager

PropHunt Properties
Mar 2018 - Sep 2023

- **Manage a portfolio of properties to maximise performance and value.**
- **Develop maintenance plans and oversee capital improvements.**
- **Maintain positive relationships with tenants and ensure lease compliance.**
- **Manage rent collections and address tenant inquiries and issues.**
- **Prepare financial reports and budgets, analysing variances and identifying opportunities for improvement. Assess investment opportunities and optimise portfolio performance.**
- **Identify and mitigate risks related to property operations and compliance.**
- **Ensure properties comply with regulations and safety standards.**
- **Analyse market trends and opportunities for acquisitions or dispositions.**
- **Develop and execute asset management strategies to enhance portfolio value.**
- **Serve as the primary contact for property owners, investors, and stakeholders.**
- **Build positive relationships with external partners and collaborate with internal teams.**

Administrator & Personal Assistant

Pegasus Wealth Management
Jul 2015 - Feb 2018

- **Assist senior paraplanners and financial advisors in gathering client data, including financial statements, tax returns, and investment information.**
- **Prepare financial planning documents such as financial analyses, retirement projections, and investment recommendations under the guidance of senior team members.**
- **Utilise financial planning software to input client data, run scenarios, and generate reports.**
- **Assist in the preparation of client meeting materials and presentations.**
- **Communicate with clients and third-party vendors as needed to gather information and resolve inquiries.**
- **Maintain accurate and organised client files and documentation in compliance with regulatory standards.**
- **Stay up-to-date on industry regulations and best practices related to financial planning and investment advisory services.**
- **Participate in team meetings and training sessions to further develop knowledge and skills in financial planning.**
- **Administrative support to directors: Organising travel arrangements & meetings, providing personal support as needed.**
- **Communicate effectively with internal and external stakeholders, including colleagues, clients, and partners, on behalf of the employer.**
- **Working with in-office productivity software such as Microsoft Office (Word, Excel, PowerPoint).**

Administrator & Receptionist

Addis Bed & Breakfast
Apr 2014 - Jun 2015

- **Administration Infrastructure Management.**
- **Diary management.**
- **Staff supervisor.**
- **Preparation of weekly and monthly reports.**
- **Responsible for filing systems.**
- **Processing booking payments and issuing refunds.**
- **Daily correspondence management.**
- **Hailing customer enquiries.**
- **Handling customer complaints.**
- **Stock Control.**
- **Data capturing.**
- **Handling petty cash.**

Administrator & Receptionist

Century21
Dec 2013 - Mar 2014

- **Switch Boarding.**
- **Handling clients' enquiries.**
- **Maintenance of filing systems.**
- **Reconciliations of accounts.**
- **Monitor the use of office supplies and equipment.**
- **Provide secretarial support & diary management.**
- **Drafting of inventories.**
- **Preparing property valuation reports.**
- **Managing advertisements on various systems and online platforms.**
- **Monitor the use of property keys.**

Education & Certifications

NQF 4 - Full Real Agent Status

PPRA - Property Practitioners Regulatory Authority

Bachelor of Commerce - Strategic Management

The Independent Institute of Education, Durban

Matriculation Certificate

ACE - Accelerated Education, Durban

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