

VACANCY

RESIDENT LIAISON OFFICER

Paterson Grade C1

Methodist Homes – Garden Village, Bordeaux Randburg

Are you a confident, people-focused salesperson who enjoys building relationships and helping people make important lifestyle decisions?

Methodist Homes is looking for a Resident Liaison Officer with a strong sales focus. You will actively sell Life Rights and rental accommodation, guide prospective residents from first enquiry to admission, and support resident communication, activities and administration.

The Resident Liaison Officer plays a central role in both attracting new residents to the Village and supporting residents once they become part of the community. The position combines Life Right and rental sales with admissions, resident and family liaison, communication, events and administration.

WHAT YOU WILL DO

This is a varied, people-focused role that combines sales, resident liaison, admissions, communication, events and administration.

Your core responsibilities will be to:

- Actively market and sell available Life Rights and rental units, respond to enquiries, conduct viewings and follow up with prospective residents through the sales process.
- Build relationships with prospective residents and families, understand their accommodation needs and professionally present suitable options.
- Maintain accurate records of enquiries, leads, viewings and sales progress, and work towards agreed sales and occupancy objectives.
- Maintain waiting lists and coordinate the documentation and processes associated with new admissions and Life Right refunds.
- Coordinate the preparation of units for occupation and welcome new residents into the Village.
- Act as an important point of contact for residents and their families, assisting with queries, concerns and personal matters and referring issues to the Village Manager where necessary.
- Assist with Village functions, entertainment, outings, talks, special events and community activities, working with the Entertainment Committee, Catering and other stakeholders.
- Support families with arrangements relating to special occasions, memorials and other resident-related events.
- Coordinate resident communication, including newsletters, notices, correspondence and updates.
- Prepare agendas and minutes and provide general clerical and administrative support.
- Maintain accurate information relating to Village movements, accommodation availability and related resident records.

WHAT YOU WILL BRING

Minimum requirements:

- Matric / Grade 12.
- Minimum 3 years' experience in Sales and/or Marketing, with direct customer-facing sales experience essential.
- Intermediate proficiency in MS Excel, Word and Outlook.
- Proficient in English.

Advantageous:

- A Marketing or Sales qualification.

You will suit this role if you are

- A confident salesperson with strong relationship-building skills.
- Comfortable conducting viewings, discussing Life Rights and identifying suitable options for prospective residents.
- Results-focused, with consistent follow-up and the ability to progress sales opportunities to a successful conclusion.
- An excellent communicator with strong interpersonal skills.
- Organised, detail-focused, reliable and able to manage competing priorities.
- Professional, discreet, emotionally intelligent and committed to confidentiality.
- Able to solve problems calmly under pressure and work independently as part of the wider Village team.

CORE WORKING HOURS

40 hours per week, Monday–Friday.

HOW TO APPLY

For a detailed job description, contact the HR Manager at hr@mha.co.za

Send your CV to hr@mha.co.za by close of business on **Monday 21 September 2026**

Please use **Resident Liaison Officer – Garden Village** as the email subject.

Only applicants who meet the minimum requirements will be considered.

If you have not received feedback within six weeks of the closing date, please consider your application unsuccessful.