bitprop

About Bitprop

We believe in the power of entrepreneurship as a means for creating good. By partnering with property owners in townships to help them develop rental flats behind their properties, they receive an otherwise inaccessible new income stream. Bitprop turns these hard-working property owners into property entrepreneurs, generating significant value for themselves and their families for generations to come. Our work is innovative and creates an immediately tangible impact – a highly rewarding experience for all involved.

Rental Operations Manager

The Rental Operations Manager is responsible for the day-to-day functioning, accuracy and reliability of Bitprop's rental management operations. This role ensures that all rental workflows run smoothly, monthly cycles are predictable and error-free, and the rental team is coordinated, supported and held to consistent operational standards.

This person reports to the COO and works closely with the Homeowner Relationship Managers, Operations Administrator and Maintenance Manager, taking ownership of the recurring operational load and problem-solving required to manage Bitprop's rental portfolio. The role reduces operational escalations to the COO and supports the company's ability to scale.

Some practical examples of your responsibilities

1. **Monthly Rental Cycle**
   a. Own the entire monthly rental cycle from start to finish, ensuring accuracy, predictability and optimal collection numbers
   b. Ensure all electricity and water disbursements are completed correctly each month
   c. Confirm rent details (bank accounts, tariffs, tenant information) are accurate and up to date
   d. Prepare and oversee homeowner statements and ensure statement communication is delivered on key dates (e.g. the 7th when payouts are made)
   e. Prepare and send tenant statements and verify that balances reconcile correctly
   f. Prepare and distribute monthly deposit schedules and resolve discrepancies proactively

2. **Portfolio Oversight**

a. Provide weekly arrears and vacancy updates to rental managers with follow-ups
b. Assign new properties to rental managers and monitor workload distribution
c. Monitor performance and operational discipline of rental managers and admin staff
d. Identify operational risks early and resolve issues before escalation
e. Oversee the functioning and accuracy of prepaid water and electricity meters, including tariff updates

3. **Team Coordination and Leadership**
   a. Lead the weekly rental management meeting
   b. Lead the rental team's presentation to the broader Bitprop team once every two weeks
   c. Run regular check-ins with rental managers and admin to track progress and resolve issues
   d. Ensure rental managers follow consistent screening, leasing and tenant management processes
   e. Support rental managers with complex or borderline screening decisions
   f. Coordinate closely with the Maintenance Manager to align rental and maintenance workflows

4. **Systems, Process Improvement and Automation**
   a. Identify operational gaps, inefficiencies and process issues across rental workflows
   b. Define and document what functionality, visibility or system improvements rental operations needs
   c. Communicate these requirements clearly to the COO and dev team
   d. Support the prioritisation, testing and implementation of these updates by dev team
   e. Drive adoption of automation tools to reduce manual work and improve accuracy

5. **Customer Communication and Quality Control**
   a. Work alongside other team members on the customer communication line, ensuring messages are handled promptly and professionally
   b. Audit incoming homeowner and tenant requests; ensuring SLAs are met and issues resolved correctly
   c. Monitor the tone, clarity and quality of communication to ensure a consistent Bitprop standard

d. Ensure overall customer satisfaction and escalate trends or concerns proactively

6. **Cross-Departmental Customer Experience Leadership**
   a. Serve as the primary custodian of the reputation of the rental management team on the ground
   b. Ensure the rental team embodies a high level of customer centricity and professionalism
   c. Provide input to marketing, customer service and business development teams on requirements/improvements needed around:
      i. customer service standards
      ii. communication expectations
      iii. homeowner/tenant experience feedback
      iv. recurring themes or structural issues affecting service quality
   d. Act as the operational voice ensuring Bitprop's broader customer-facing functions align with reality on the ground

Requirements

- Strong operational background with experience running recurring workflows or overseeing operational teams
- Highly organised, systematic and detail-oriented; able to manage multiple moving parts
- Comfortable working with numbers, reconciliations and data validation
- Experience coordinating multiple people or departments in a time-sensitive environment
- Ability to document processes clearly and identify areas for improvement
- Comfortable using digital tools and working with technical teams on workflow changes
- Self-driven and effective with limited supervision
- Strong communication skills, capable of giving constructive feedback and direction
- Comfortable holding team members accountable to deadlines and high-quality execution
- Cape Town–based, in office most days (off Kloof Street in Gardens, Cape Town)
- Must have a valid driver's license and reliable transport
- Willing to go to site when needed, including on a monthly basis to assist with outgoing tenant inspections

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Culture

You:
- Are passionate about using entrepreneurship to create change and progress
- Believe in 'finding a way' to make things happen
- Are comfortable with a flexible and changing work environment
- Believe in a meritocratic way of working - your age/seniority etc. doesn't matter
- Are a quick learner
- Work quickly, make mistakes and improve. You fail fast and learn
- Are kind, trusting and work for the interests of the group, not yourself
- Are driven, work hard and always to a very high standard. Your ambition is to achieve objective quality
- Are optimistic about achieving progress on a micro and macro (societal) scale
- Have a high level of integrity and professionalism
- Are excited about being part of solving very difficult problems
- Have the ambition to be part of innovative solutions/an environment that aims to have a tangible impact on the world

How to apply

Please visit www.bitprop.com/careers to view this job listing and to access the application form, where you can complete the application and upload a portfolio. For more information or if you are unsure about whether to apply or not, please reach out to careers@bitprop.com.