

## Chapter 3

### 3.1 Work-Field

*Kerja Profesi* program was conducted approximately for 495 hours. During the program, the author held the position of Administration Officer, this position falls under the Property Management Division at Xynergy Realty. As part of this role, the author was engaged in and learned about the operations, particularly within the Property Management Division. The responsibilities included:

- a) Managing Correspondence and Documents
  - Ensuring all incoming and outgoing emails were handled promptly and accurately.
  - Organizing digital document files to support the property management team.
  - Monitoring official company email accounts for client, tenant and owner-related inquiries.
- b) Preparing Weekly and Monthly Reports
  - Compiling data for PMD Weekly Meetings, including outstanding rent reviews and arrears
  - Auditing property manager reports for accuracy and compliance.
  - Assisting in the preparation of inspection schedules and rent review lists.
  - Compiling KPIs for all the team in the Property Management Division.
- c) Supporting Property Management Operations
  - Extracting inspection and rent review data using Property Tree.
  - Coordinating documents with internal teams and related clients.
  - Managing checklists for routine and ad hoc property-related tasks.

### 3.2 Kerja Profesi Activities

During the *Kerja Profesi* program, the author's effective working day is approximately 22 days. The working hours were started from Monday – Friday, 05:00 AM - 1:30 PM Western Indonesian Time which equivalent to 09:00 AM – 5:30 PM Australian Eastern Daylight Time. Even though the author is working offshore, all of the public holiday will follow the regulation of Victoria State in Australia.

By joining the assigned division, the author gain opportunity to develop deeper understanding of management and the real estate industry which enhance relevant professional skills.

#	Days	Hours	Details
1	Monday – Friday	05:00 AM – 1:30 PM	Working hour
		12:00 PM – 1:00 PM	Lunch break
1	Saturday – Sunday	Day off	

Picture 3.1 Effective working day

Source: Personal documentation

As previously mentioned, the author is placed within the Property Management Division with various responsibilities which will be elaborated based on the daily and weekly scope, as deemed relevant by the author.

### 3.2.1 Handling Inbound and Outbound calls

Handling inbound and outbound calls is one of the position's main responsibilities. There is diverse type of calls received by the company which made by clients, renter, owner, and other related party. The main objective of this responsibility is to provide an excellent customer service. Another objective of this responsibility is to filter all phone call before forward it to the assigned person which include the property manager, Property Administration Officer (PAO), Sales, Accounts, and other related team.

Xynergy Realty South Yarra - Altona - Oakleigh Phone Tracker - March 2025							
Office	Property PT ID	Property Address	Full Name	Reason to call (Enquiry)	Mobile	Notes	Status - Fr
South Yarra	6155			would like to speak with AS about kitchen issues		Renter	-
Oakleigh	3652			Would like to inspect the leg today		Renter	-
South Yarra	6219			application updates		Prospective Renter	-
Altona	2418			would like to speak with KA		Prospective Renter	-
South Yarra	2355			Asking if our team coming for the open inspection		Prospective Renter	-
Altona	4092			Would like to speak with VB about the property		Rental Provider	-
Altona	4092			Would like to speak with VB about the property		Rental Provider	-
Altona	-			Missed call. Called back but didn't pick up		Others	-
South Yarra	6219			Application update, needs the answer by today if possible		Prospective Renter	AS
Oakleigh	-			pick up but hear no sound, reported as scam call in Google		Unknown	-
Altona	2994			Application update		Prospective Renter	-
South Yarra	6178			about the fence that about to fall		Others	-
Altona	2994			Dishwasher and open inspection		Prospective Renter	-
South Yarra	-			would like to speak with AT, will callback later		Others	-
Oakleigh	4871			the letter box's key is not working		Renter	-
Altona	2418			Would like to speak with KA		Prospective Renter	-
South Yarra	2782			warrant possession (8035 0000)		Others	-
Altona	3188			Would like to speak with VB		Rental Provider	VB
South Yarra	7184			Would like to speak with AT		Renter	-
Altona	2034			would like to add another person to the lease		Renter	-

Picture 3.2 Phone Tracker Sheet

Source: Personal Documentation

Handling Inbound & Outbound calls was handled daily as the part of author's routine responsibility. There are few frequently asked inquiries, which are:

- Application progress: Inquiries regarding the status and progress of applications.
- Available property: Properties that are currently available for rent or purchase.
- Rental reference check: Reference given by one agent to another in the terms of a rental history of a specific renter.
- Offering product, service, etc: Calls related to offers, products, or services provided by certain company.
- Returning call from the internal team
- Maintenance Request and follow up: Calls from renter related to the maintenance, e.g. requesting or enquiring the progress of a maintenance.
- Complaint: Feedbacks/complaints from the renters and owner.
- Inspection inquiry: Inquiry from the prospective renter is regards to the property viewing/inspection.
- Bond claim: Call from the previous renter whose bond has not be refunded.
- Management takes over: Calls from another agency enquiring the transfer of property management



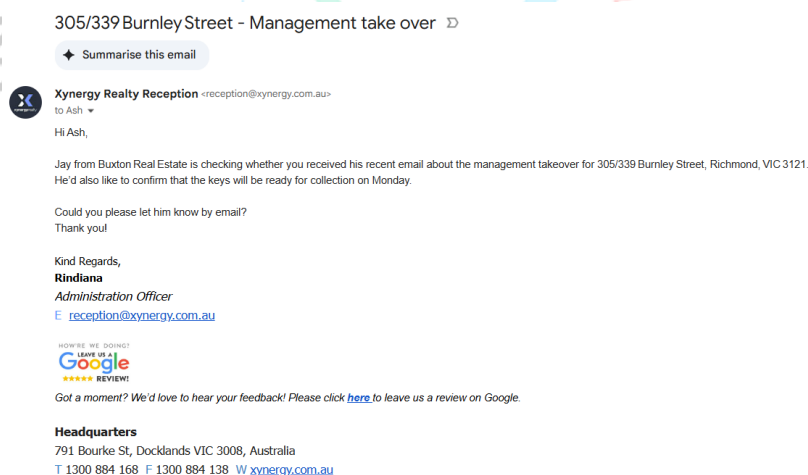
Picture 3.3 Handling inbound and outbound calls

Source: Personal Documentation

These interactions required the author to respond promptly and professionally, ensuring that all concerns were addressed or directed to the appropriate team members for further action.

### 3.2.2 Handling Email Communication

Aside from handling inbound and outbound calls, managing email correspondence was also part of the author's daily responsibilities. This task involved monitoring, responding to, and forwarding emails from tenants, property owners, service providers, and internal team members.



Picture 3.4 Email communication

Source: Personal Documentation

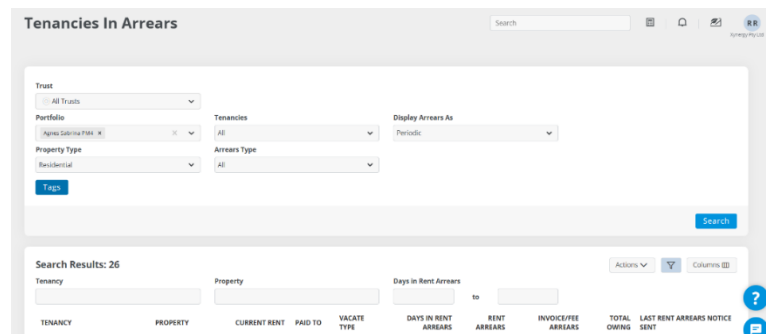
One of the main objectives was to ensure that urgent matters were escalated to the appropriate department or person in a timely manner. Through this process,

the author was able to apply problem-solving skills and critical thinking when addressing various issues.

### **3.2.3 Audit Report and Document Preparation**

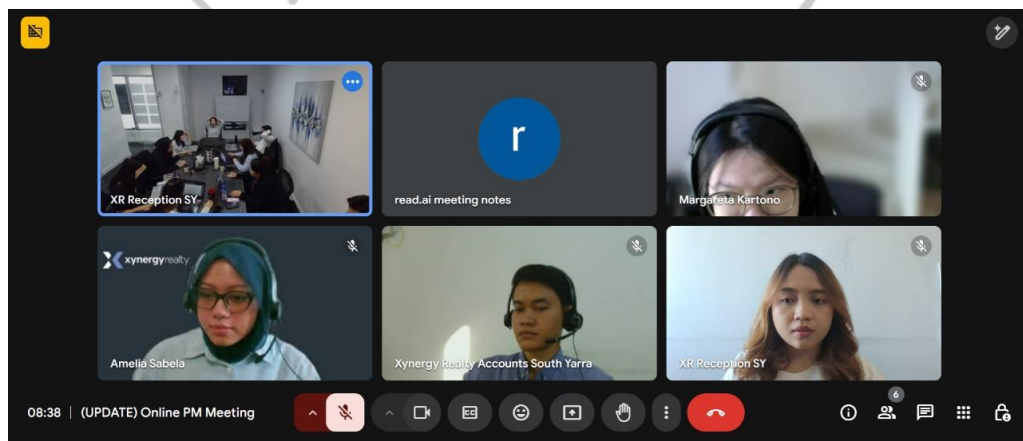
As part of the author's responsibility within the Property management division, monthly auditing report and preparing documents for PMD meeting was a weekly routine that requires attention to details, precision, and consistency. The objective was to review the monthly reports submitted by property managers. The reports typically contained new and lost properties, rent arrears, VCAT matters, rent reviews, routine inspections, red list properties, leased out properties, and major issues. The author was responsible for ensuring that all information presented in each report was accurate and in accordance with internal documentation. The same objective applied to auditing the Property Administration Officer's report. A high level of attention to detail and strong familiarity with each document are essential when handling reports for the Property Administration Officer (PAO). This is particularly important because the information involved is often more specific, especially when reviewing move-in documents for new renters.

The auditing process included cross-checking tenant and property information using Property Tree, verifying financial records, and identifying any missing or inconsistent data. If any incorrect or inconsistent data found, the author would notify related team member to clarify or to correct the data. This process helped ensure that each report provided was accurate which can give insight to the management about the performance and condition for each property portfolio. In addition to the responsibility, the author also assisted with preparing the documents for Property Management Division which contained of list of Outstanding rent review and lists of tenancy arrears. These documents were used during the meeting to evaluate each property manager's portfolio. The data preparation was extracted from property management tools called PropertyTree. Most of the data preparation was carried out using Microsoft Excel and or Google sheets, depending on the format and purpose.



Picture 3.5 Data extraction from PropertyTree

Source: Personal Documentation

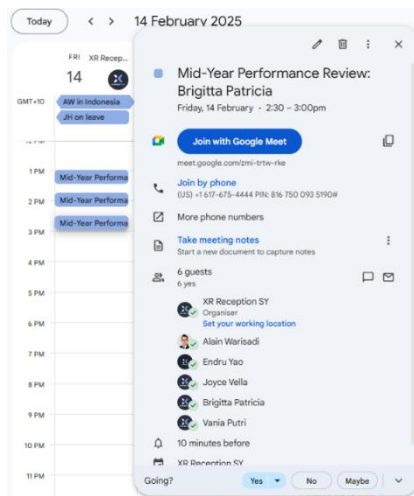


Picture 3.6 PMD weekly meeting

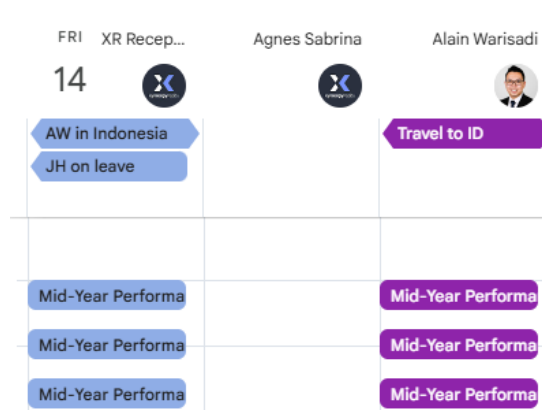
Source: Personal Documentation

### 3.2.4 Arranging team members review and Interview

Team member review will be conducting twice a year or biannual. The performance review was a way to evaluate periodically to assess employee performance, identify strength and areas for improvement, and also for management to align individual goals with the company objective. In the Property Management Division, the review will mainly focus on document accuracy, time management, team collaboration, and personal career goals. During the placement for *Kerja Profesi*, the author is responsible for arranging the performance review across the Property Management Division which include organise the schedule and ensure all the related parties such as Team Leader, Manager, and Branch Manager are available. Given the time difference is 4 hours between Melbourne and Jakarta, the author had to consider the time zone difference when scheduling the review.



Picture 3.8 Performance review  
Source: Personal Documentation

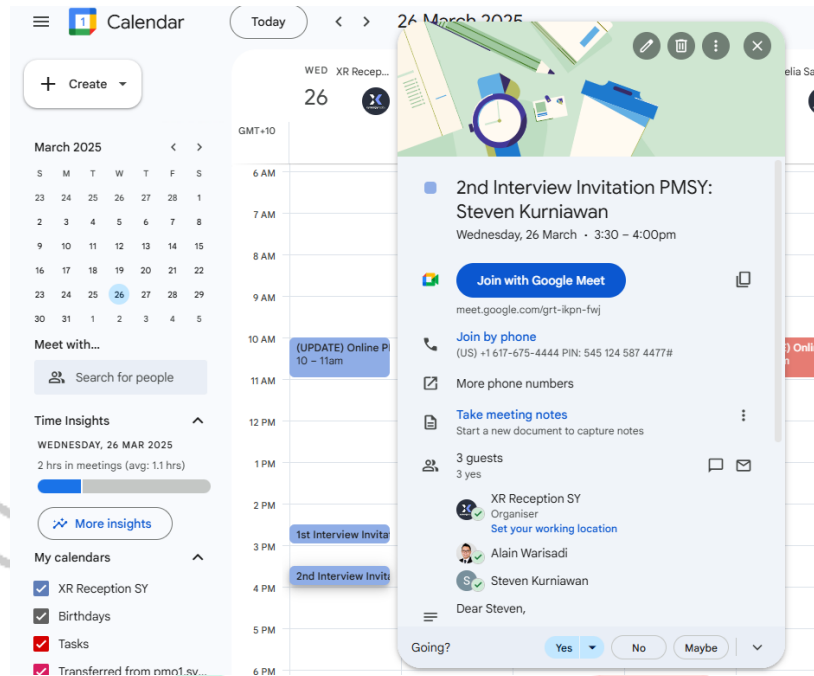


Picture 3.7 Performance review  
Source: Personal Documentation

In regards to scheduling the Team Member Reviews, the author has managed to combined time management skills and attention to detail and able to support the company operation smoothly.

Additionally, the author also entrusted in recruitment support related. Once the candidates were approved for interviews, the author will schedule the interview sessions, coordinated between candidates and interviewers, sending invitation and prepared all relevant documentation. This complex role necessitated exemplary organizational aptitude combined with utmost discretion and discernment of the firm's requirements for prospective employees. Partaking in such sensitive human resources duties afforded novel insights into the firm's evaluation of current staff and acquisition of new talent, crucial mechanisms for guaranteeing steadfast standards and coherence across all aspects of real estate management. The experience bred a deeper grasp of the intricate performance assessment protocols and intricate recruitment procedures that constitute the framework maintaining service excellence.





Picture 3.9 Interview schedule

Source: Personal Documentation

### 3.2.5 Rent Reviews and Routine Inspections Data Extraction

Rent review is a process commonly conducted by property management agencies to assess whether the current rental amount for a property remains aligned with market conditions and tenancy agreements. Rent review are systematically scheduled to guarantee parity and competitiveness in rental pricing, for both owners and tenants. By comparison, routine inspection refers to prearranged property evaluations performed to validate that tenants are properly upholding the premises concerning the rental contract. Furthermore, such inspections verify that no damage or violations exist that may result in penalties, fee increases, or lease termination.



Picture 3.10 Routine inspection data extraction from PropertyTree

Source: Personal Documentation

Picture 3.11 Rent Review data extraction from PropertyTree

Source: Personal Documentation

During the *Kerja Profesi* placement at Xynergy Realty, the author was responsible to extract data for both routine inspection and rent review. The author used software tools such as Google Sheet and PropertyTree to filter and compile the property data that was due for assessment each month.

### 3.3 Challenges Faced During the *Kerja Profesi*

During the time of *Kerja Profesi* at Xynergy Realty, the author faced several challenges that were related to the author's daily responsibilities. Since Xynergy Realty is headquartered in Melbourne, language barrier is inevitable. English is not the author's first language however the author is confident with communication skills. The main obstacle while handling the inbound and outbound calls was the client's accent. Melbourne is known for its vibrant and diverse character with over 200 languages and dialects are spoken in the city. As the first contact point, the

author received calls from clients with various English accents such as Australian, Indian, Chinese, British, and others which sometimes made it hard for the author to understand their inquiry right away especially when the call was an urgent issue.

Managing email correspondence, had its own challenge for the author. While the tasks included replying client, tenant, and/or rental provider the scope did not stop at that. The author had to be able to escalate urgent issues related to the property, forwarding email to relevant team member. The tricky part of the situation was to prioritising which email to be responded right away and which others could wait. This particular task was highly challenging, especially when multiple urgent issues came in at the same time. Other than that, the author is also responsible to maintain a professional tone in writing which include clarity and proper grammar.

Another challenge appeared when the author tasked with scheduling performance review. The team at Xynergy Realty work across department which made them have a different schedule. The taxing part was when the author needs to synchronized and fit the performance review to their schedule. Coordinating between multiple people, especially when they have different working days or last-minute changes, was not easy. The author had to manage interview schedules, write the interview request emails, and make sure the process ran smoothly. At first, this responsibility was time-consuming, but over time the author learned how to handle it more efficiently.

Other than monitoring the timeline, the author also had to sending out the review invitations via Google Calendar for interview and prepare relevant documents, such as score sheets or proof questions, prior to the meetings for the interviewer. In some circumstances, the author had to chase after managers and team leaders who did not respond to the initial scheduling invite. Relatively, this was challenging at first, especially while interfacing with senior personnel, but over time, the author managed to become more comfortable with conveying messages in a direct manner with senior staff. It was possible to undertake these tasks due to diligent work which, in turn, fostered organizational capabilities with regard to multitasking and overall stress management. The last major challenge was during the extraction of data for monthly rent reviews and routine inspections. This

particular task was associated with the use of Property Tree, a specialized software dealing with tenancy and property data. At first, the author met with some resistance in the use of the system, especially with the amount of data that had to be looked through. Mistakes in entering a wrong date or leaving out an address could set back the Property Managers and could, in the worst case, result in missed appointments for inspections and incorrect review notices being sent to the renters.

The author took care of exporting the raw data, cleaning it, and validating its accuracy prior to submission. Notably, the most challenging part was not the data extraction itself, but rather the extensive verification process. For example, some properties were under the care of multiple team member, which meant that the author had to verify the assignment and check that all properties were included. Initially, this task was very time-consuming, but eventually, the author created a checklist approach that minimized the steps in the workflow and decreased the likelihood of mistakes. Despite the difficulty at the beginning, the author learned how to carry out the task much more convincingly and with much greater precision.

### **3.4 Problem Solving During *Kerja Profesi***

During the *Kerja Profesi* at Xynergy Realty, the author experienced numerous challenges that demanded proactive steps to be taken and solutions to be crafted, which are not easy to create. As much as these tasks were done with precision, many unforeseen situations also presented themselves. For example, with regard to emails, the author had personal way of checking the content and proofreading the email prior to sending it out. Regardless, on rare occasions, there were some discrepancies and typos. In such situations, the author was willing to step up and take accountability by sending a follow up email apologizing and explaining what the mistake was along with the explanation of what was included in the correction mail. The strategy pursued was address the issue while being professional and transparent.

Another challenge the author faced was that of scheduling interviews. There were occurrences of last-minute changes, whether internally within the team or externally from the interviewee which was out of control of the author. In these instances, the author adjusted by remaining professional but flexible further aided by team member on time along with all other attendees. Flexible does not mean

relaxed, prompt notifications needed to be sent to everyone impacted explaining the reason and details of the change. Maintaining communication like the one mentioned above, keeps clarity together with politeness in assuring that there is no discontent among stakeholders.

As a self-described by-the-book type of person, the author preferred not to take unnecessary risks, especially given the differences between Indonesian and Australian property regulations. The author was fully aware that what might be acceptable in one country could be a breach of protocol in another. Because of this, any task that involved legal nuances or uncertainty was first discussed with the team leader. Rather than acting on assumptions, the author chose to ensure each decision aligned with proper company policies and industry standards.

Accuracy and attention to detail were especially important when handling reports. As part of the auditing process, the author reviewed various documents such as the property manager's monthly reports and administrative compliance files. The author took a meticulous approach, reviewing each column, cross-checking values, and identifying inconsistencies. Comments were added directly into the working file, and if needed, the author would also contact the relevant team member via WhatsApp to ensure issues were resolved clearly and quickly. This level of thoroughness helped reduce the likelihood of larger errors during finalization.

The author's approach to organizing work and managing time was through a personal workflow system. At the beginning of each week, all tasks along with their deadlines were put together in the to-do list. For monthly responsibilities such as rent reviews and routine inspections that needed to be pulled two weeks before the end of the month, the author created reminder and deadline systems. This approach ensured that all time-consuming activities were initiated well in advance, unlike the last-minute rush. Additionally, the author grouped tasks into different categories according to level of difficulty and worked on each category in rotation throughout the day. After completing tasks that required a lot of mental concentration, such as auditing, the author took a breather before tackling another complex item. Such an approach contributed to sustaining productivity without employee burnout. The author was, at times, requested to help out with other tasks

that were not part of the initial work scope, especially during peak periods when other team members were busy. During such times, the author made it a point to get a proper brief before accepting the task. In case the author was not the original assignee, this ensured that the work will still be aligned with the company's standards. The author maintained that even background tasks are important and should be done as precisely as possible.

Overall, the ability to identify problems early, remain calm in unexpected situations, and communicate clearly played a key role in the author's successful adaptation to the work environment at Xynergy Realty. These experiences not only enhanced the author's technical skills but also fostered stronger confidence, discipline, and a sense of responsibility.

### **3.5 Lessons Learned from *Kerja Profesi***

While participating in the *Kerja Profesi* Program at Xynergy Realty, the author was able to gain further technical skills alongside remarkable professional and personal growth. The work placement offered the author a learning environment that encouraged constant adaptation and reflection. Every challenge presented was, with the right mindset, capable of being cultivated into something valuable in the long run. The following are the key lessons that the author identified during the 495 hours of *Kerja Profesi* placement.

#### **a) Mastery of Industry-Specific Tools**

One of the most evident improvements was the author's ability to operate multiple digital tools used in the Australian property industry. Commencing with no background, the author encountered systems like Property Tree which is designed for managing tenants and rental provider data, rent reviews, accounts activity, lease management properties, and many other real estate related activities. With regular interaction with the systems and the help of team members, the author was quickly acclimatized to the workings of the platform and gained an understanding of its more complex features. In addition, the author experienced a significant improvement in spreadsheet literacy using Google Sheets and Microsoft Excel. Previously only familiar with basic functions, the

author learned to format and audit sheets more efficiently, apply conditional logic, and maintain data integrity across complex reporting templates. This was particularly useful when working on KPI finalisations and auditing monthly reports, which required both speed and precision.

b) Developing Strategic Work Habits

At the start of the placement, the author felt completely overwhelmed. The workflow was fast-paced, and tasks were diverse from client communication to report auditing and KPI compilation. Because of the difference in workflows, it was difficult to keep track of ongoing work and remain focused on key priorities. However, at this point, the author needed to develop a habit of sorting and blocking time for tasks instead of collapsing under pressure. The author learned to identify which tasks required focused attention (e.g., report audit), and which tasks were less durable (e.g., send and forward email correspondence), ultimately alternating between "heavy" and "light" tasks during work. The author's organization not only allowed them to avoid burnout, but it allowed the level of task completion to remain consistent. The author adopted a system of each day creating a to-do list that had reminders for deadlines, and withholding rent review or inspection data at least two weeks in advance. Adopting this principle assisted in alleviating pressure during end-of-the-month deadlines, especially at the end of the month when the author was completing massive email correspondence, calls or documents on a Monday during peak email inquiries.

c) Communication and Professionalism

One of the most significant lessons learned from this experience was the need for competent and clear communication on a professional level. The author already had a basic degree of confidence using English, however, with inbound and outbound calls in the multi-cultural setting of Melbourne, the challenge was a new departure. The author communicates with diverse type of a clients from Indian, Chinese, native Australian, and many other

backgrounds, the variance in accents would make some conversations difficult to follow, particularly when the issues being discussed were either complex or urgent. The author learned to remain calm, remain attentive to what the client were saying, and confirm details in order to understand where both parties were at in conversation. Responding to emails also necessitated a tone that is professional yet sympathetic, particularly in relation to maintenance complaints and other time sensitive issues. When potential miscommunication had the potential to present an issue, the author would follow up for clarification, or offer solutions in a timely manner, and in an appropriate way. This created a buffer that would potentially avert escalation, and maintain trust for both tenants and owners. Moreover, the author gained considerable public speaking and self- presentation skills through this experience. Representing oneself in a professional capacity, with regards to clarity, structure and having an appropriate mental space are all skills that the author possessed, yet not to any great extent. After a period of time of ongoing successes, the author seemed to start noticing that how a message was communicated mattered, regardless of the modality, be it email, phone call, or face-to-face conversation. This confidence has also been transferred to academic and personal aspects of the author's life.

d) Collaboration and Cultural Adaptation

The professional work placement at Xynergy Realty made the the author experienced substantial personal and professional growth, particularly through collaboration and cultural adaptation. The author was able to experience significant growth regarding personal and professional development in communication and culture. One of the most significant was the importance of working as a team. In contrast, where competition is a key ethos of the workplace, a company like Xynergy Realty that had a collaborative teaming integrative approach made all the difference. As a result, teamwork changed the authors experience at Xynergy Realty. Unlike competitive settings where individuals are often driven to



outperform one another, the team at Xynergy Realty embraced a collaborative spirit. Whenever the author faced a difficulty or confusion, there was never difficulty or hesitation in asking for help. Team members were accessible and were willing to help without any judgement. The author was able to do the same for team members because, there was no difficulty in offering help to others when needed. The culture of support and encouragement provided the author with a sense of belonging in the work environment. The authors belief, as a result, it confirmed the belief that the only real success in the workplace when the people work together as team.



Picture 3.12 Xynergy Training Day

Source: Personal Documentation

In addition to this, the author has exposed to understand the distinct cultural differences between Australian and Indonesian workplace norms. It is very common for senior staffs to expects their junior to be more formal and deferential approach which resulted most of the time the junior staff became hesitant to offer differing opinions. which is the opposite of the work culture in Australia. At Xynergy Realty, hierarchy did not create distance. Likewise, the distance of information was permeable for everyone involved. All levels of the organization openly communicated in a constructive manner, and they appreciated feedback from anyone and everyone. New thoughts and ideas were brought forth in dialogue without the fear of offending senior staff. The author was able to utilize this

environment to develop and practice their communication skills and had the confidence to speak up in meetings with fresh ideas, to offer suggestions, and to challenge ideas respectively. This has helped the author feel more comfortable in professional environments, including public speaking, negotiating, and upper-level business discussions with clients and colleagues. The author's experiences have also enhanced their technical skills, but also their professional identity and continuity in regard to their maturity and professional development from this point forward.

e) Personal Growth and Mindset Shifts

In addition to its technical and communication competencies, the most significant change for the author was the shift in mindset. The author learned how to strategically consider challenges and respond with calm rationale over the course of their work placement. Instead of being reactive with emotion or racing through a task, the author learned the important skill of pausing after being presented with a challenge, considering it, and responding mindfully. The author attributes this growth in perspective to the practices of experienced colleagues who responded to problem situations with thoughtful composure, not in a panic and not with urgency, but instead with intentional, logical steps, that eventually led to a successful outcome.



Picture 3.13 Team Bonding  
Source: Personal Documentation

Throughout this journey, a key tenet that the author adopted is the idea of delayed gratification. So rather than waiting for praise and results of the work to be immediate and singling out the value of inherent solutions, the author adopted a mindset that centred on their effort and the process. This is not only a more sustainable way to avoid undue pressure in the moment, it has allowed the author to process discomfort better, building resilience while developing a healthier and more adaptable mindset for pursuing long-term goals. Over time, the author eventually developed more confidence, along with a more deliberate and patient approach to professional growth.

