

Strata Manager interview questions

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What to expect

Interviews for strata management roles typically blend behavioural questions with technical and scenario-based questions to assess your knowledge of strata legislation, financial management, and dispute resolution.

- **Behavioural:** Questions that ask you to describe past experiences, such as managing a difficult committee or handling a maintenance crisis.
- **Technical:** Questions testing your knowledge of strata legislation, budgeting, trust accounting, and insurance requirements.
- **Scenario:** Hypothetical situations that probe your judgement, such as dealing with a by-law breach or an emergency repair.
- **Process:** Questions about how you approach routine tasks like preparing budgets, running meetings, or collecting levies.
- **Client-facing:** Questions about communication with owners, committees, and contractors, focusing on service and conflict resolution.

The interview usually starts with introductions and an overview of the role. Then the interviewer may ask a mix of behavioural and technical questions, often using a structured format. You might be given a scenario to talk through, and there may be time for your questions at the end. Some employers include a short written assessment or a meeting simulation.

1. Tell me about a time you had to handle a difficult owner or committee member.

Why they ask

This question assesses your conflict resolution and communication skills, which are critical when dealing with diverse owner expectations.

How to structure your answer

Use the STAR method: describe the Situation, the Task you needed to achieve, the Action you took, and the Result you achieved.

Example answer

"An owner in a scheme I managed was upset about a proposed special levy for roof repairs. I listened to their concerns, explained the engineering report and the quotes from three contractors, and showed how the work was necessary to prevent further damage. I also offered to arrange a meeting with the committee to discuss payment options. The owner eventually agreed, and we completed the repairs without further dispute."

2. How do you ensure compliance with strata legislation when preparing budgets and levy notices?

Why they ask

This tests your technical knowledge of strata law and financial processes, which are core to the role.

How to structure your answer

Walk through your process step by step, referencing the relevant legislation and how you stay updated.

Example answer

"I start by reviewing the current strata legislation for the state, such as the Strata Schemes Management Act in NSW. I check the scheme's financial records and the committee's instructions,

then use STRATA Master to draft the budget. I ensure all levy notices include the required information and are issued within the statutory timeframes. I also attend industry training to keep up with any changes."

3. A building has a burst pipe after hours. What steps do you take?

Why they ask

This scenario tests your ability to prioritise, problem-solve, and communicate under pressure, which is common in strata management.

How to structure your answer

Use a judgement-under-pressure structure: assess the situation, take immediate action, communicate with stakeholders, and follow up.

Example answer

"First, I would call an emergency plumber from our approved list and ask them to attend immediately. Then I would contact the committee chair to inform them and get approval for the emergency work if needed. I would also arrange for a notice to be sent to affected owners, explaining the situation and next steps. After the emergency is resolved, I would document everything, review the incident, and consider preventative measures."

4. Walk me through how you prepare for and run an annual general meeting.

Why they ask

This assesses your organisational skills and understanding of meeting procedures, which are essential for effective scheme governance.

How to structure your answer

Provide a chronological walk-through from preparation to follow-up.

Example answer

"I start by reviewing the scheme's financials and drafting the agenda in consultation with the committee. I send out the notice of meeting and supporting documents within the required timeframe. On the day, I set up the room, confirm quorum, and chair the meeting according to the agenda. I take minutes, record all motions and voting outcomes, and afterward distribute the minutes and action any decisions, such as arranging maintenance or updating records."

5. How do you communicate a decision that owners might disagree with, such as an increase in levies?

Why they ask

This tests your client-facing communication and ability to maintain trust while delivering difficult news.

How to structure your answer

Use a communication framework: acknowledge concerns, explain the rationale, and offer support.

Example answer

"I would start by acknowledging that no one likes increased costs. Then I would explain the reasons clearly, such as rising insurance premiums or necessary building repairs, and provide the committee's supporting evidence. I would offer to meet individually with concerned owners, listen to their feedback, and explain the payment options available. My goal is to be transparent and help owners understand that the increase is necessary for the scheme's long-term health."

6. Describe a time you had to manage multiple maintenance requests with competing priorities.

Why they ask

This behavioural question assesses your time management and ability to prioritise tasks in a busy environment.

How to structure your answer

Use STAR method: Situation, Task, Action, Result.

Example answer

"In one complex, I had three urgent maintenance issues at once: a broken lift, a leaking roof, and a failed security gate. I assessed each for safety and urgency. The lift was a safety risk for elderly residents, so I arranged for immediate repair. The roof leak could cause further damage, so I scheduled it for the next day. The gate was less urgent, so I arranged a temporary fix and permanent repair the following week. I kept the committee informed throughout, and all issues were resolved within a week."