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| <b>Job Title:</b> Property Manager<br><b>Department:</b> RPM<br><b>Reports To:</b> General Manager | <b>FLSA Status:</b> Exempt<br><b>Supervises Others:</b> Yes<br><b>Number Supervises:</b> 3-8 |
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**Position Summary:**

Manage and direct the operations and personnel of each property to which assigned at the least possible cost to produce the maximum return on investment dollars, maintaining the property at the established levels of protection, care and maintenance.

**Position Responsibilities:**

- Manage property and staff within the guidelines of the company policies and procedures and State and Federal laws and regulations
- Review all rental applications for accuracy and compliance. Responsible for submitting rental application overrides to General Manager and Operation Analyst for approval
- Review and sign all lease agreements
- Resolve escalated resident complaints
- Review the security deposit audit report to ensure accuracy
- Ensure all rents are collected when due, and are posted in the management system
- Ensure deposits are posted per company policies
- Review delinquency reports to ensure tenants with past due rents have been contacted and notes have been added to financial system
- Monitor delinquencies and perform evictions as required and participate in legal proceedings following eviction as necessary
- Oversee property purchases and seek approval on all over-budget purchases from General Manager
- Monitor inventory of all materials and supplies
- Complete required weekly and monthly property reports
- Complete month-end process in a timely manner
- Responsible and liable for the petty cash fund
- Interview, select and train new employees
- Conduct performance evaluations, performance counseling and terminations. Recommend position changes and promotions. Complete all necessary employee related paperwork
- Responsible for scheduling coverage for leasing office
- Maintain accurate personnel records
- Review timecards for accuracy and correct errors prior to payroll deadlines
- Create and maintain opening and closing checklists for community center and amenities
- Maintain established safety programs for building occupants and property
- Conduct routine audits of lease files to ensure they are in compliance with company policies
- Audit key control processes to ensure policies are being adhered to
- Audit rent ready units to ensure property standards are being met
- Responsible for signing off on all flooring replacement submissions to General Manager and Operations Analyst
- Monitor the condition of property common areas for potential problems including potential safety hazards, lease violations, curb appeal, office and model appearance and signage
- Monitor the market and recommend rent increases and special programs and manage an effective lease renewal program
- Develop annual property operating budget and manage the property within the budget
- Meet and greet prospective residents. Show units to prospective residents and explain occupancy terms
- Build and maintain client relationships
- Make property vendor recommendations and approve all property purchases. Approve and enter all invoices in management system to ensure all products or services have been received
- Monitor the progress of contracted work and ensure all maintenance service requests performed by the maintenance staff are completed satisfactorily and in a timely manner

- Assist with new product development by providing input and recommendations on product type, amenities, interior finishes, etc.
- Responsible for meeting training requirements per company policy and for requirements that allow you to maintain industry certifications.
- Other duties as assigned

**Essential Skills and Experience:**

- Two to three years of Property Management experience required
- Experience with Property Management Software required. AMSI and Entrata experience preferred
- Accounting knowledge required
- Proficiency with Microsoft Office Software required
- Must possess a basic working knowledge of multifamily property management including but not limited to Fair Housing laws and regulations, property safety, building and grounds maintenance, resident relations, leasing, rent collections, eviction procedures, accounting principles and the use of accounting software
- Accounting knowledge preferred
- Must have superior customer service and employee management skills
- Must be able to communicate effectively with all levels of management and personnel

**Physical Demands and Work Environment:**

The work is described as light in physical demand. Requirements include the ability to frequently sit, stand, walk, extend arms and hands forward and overhead and grasp. Must be able to occasionally bend, crouch or stoop. Must be able to walk up and down stairs. Must be able to lift and carry up to 25 pounds. Must have close and distance vision and the ability to adjust focus. Position requires hours of computer work per day.

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work is conducted in a typical office environment with temperature control and natural and artificial light. Outdoor activities require exposure to seasonal weather and the associated temperature fluctuations.