

ASSISTANT MANAGER POSITION DESCRIPTION

Summary

Assist the Property Manager in management of the property, including leasing units, completing business transaction reports and other administrative functions, and assisting in all aspects of operation of the property.

Reports to

Property Manager.

Supervises

No direct reports. Works with other employees to ensure necessary tasks are completed. Represents the Property Manager when absent in operation of the property.

Position Controls

Not authorized to sign any contracts (except for apartment lease agreements) or other written agreements with vendors, suppliers, contractors, residents or any other person seeking to do business with the apartment community. Not authorized to make exceptions to lease agreement without prior written approval from Regional Manager. Not authorized to make policy changes. Not authorized to give out confidential company information including resident information, employment references and personnel records information. Must keep confidential all personal information furnished to us by rental applicants and residents.

Work Hours

40 Hours per week. Work week may include weekends and "on call" emergencies, if required. Overtime when requested and prior, written approval received.

Qualifications

Minimum qualification requirements for the position are:

- High school graduate or equivalent
- Valid driver's license
- Drug free
- Sales/service industry experience (previous leasing experience preferred but not required)
- Ability to be available to work as scheduled, "on call" and as necessary
- Ability and skills to perform job functions (please see below)

Required qualifications relating to experience, skills and training will vary by property. Occupancy levels and special needs of the property will usually determine the necessary level of experience, skills and training.

Skills

Excellent interpersonal skills and customer focus are prerequisites for the position. In addition, the position requires the following:

- Professional image
- Excellent communication skills, in person and on telephone
- Strong customer service orientation
- Ability to “close” a sale
- English fluency (Spanish or other language abilities may be required)
- Ability to accurately perform business mathematical functions
- Computer skills, including data entry and completion of reports
- Ability to report and perform accurate market studies
- Strong organizational skills
- Ability to operate motor vehicles and golf carts

Job Functions

Essential functions of the position are to:

- Assist Property Manager in operating the property in accordance with company policies and procedures to achieve budgeted revenue and occupancy goals and enhance the value and quality of the property.
- Lease units by aggressively selling the products and services of the property. Conduct site tours and demonstrate property amenities, model apartments and available apartments.
- Assist in establishing and executing an effective resident retention plan, including positive customer relations and timely resolution of resident problems. Assist in planning and hosting property sponsored resident social functions.
- Assist in developing and implementing effective sales and marketing plans and strategies. Maintain thorough product knowledge of the property and that of major competition through site visits/tours and telephone surveys.
- Effectively handle telephone inquiries from prospective residents, service requests from residents and information requests from owners and company personnel.
- Assist in ensuring that the grounds, buildings and units are fully functional, safe and attractive. Visually inspect grounds, buildings and units on a regular basis.
- Follow established policies and procedures regarding the qualification, screening and acceptance of applicants for residency.
- Prepare rental paperwork in an accurate and timely manner. Communicate and explain rental documents to new and existing residents. Ensure documents are completed prior to resident move-in. Proofread all lease paperwork.
- Accurately complete and submit daily, weekly and month-end closing reports on a timely basis, accept payments and process for deposit, collect delinquent rents, complete injury and loss reports and claims and other reports and plans as required.
- Follow all safety procedures. Report any safety hazards found and assist in ensuring correction on a timely basis.
- Represent the Property Manager when absent in operation of the property.

