

PROPERTY MANAGER POSITION DESCRIPTION

Summary

Management of the property to maximize net revenue and enhance the value and quality of the property.

Reports to

Regional Manager.

Supervises

On-site property staff.

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. Not authorized to hire or discharge employees without Human Resources authorization.

Work Hours

40 Hours per week. Work week may include weekends and overtime.

Qualifications

Minimum qualification requirements for the position are:

- High school graduate or equivalent
- Valid driver's license
- Drug free
- Two years management/supervisory multifamily residential property experience
- Service industry experience
- 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 management, supervisory and communication skills
- Strong customer service orientation
- English fluency (Spanish or other language abilities may be required)
- Superior understanding of sales and marketing concepts and techniques
- Ability to “close” a sale
- Strong organizational and administrative abilities
- Strong computer skills
- Strong advanced business mathematical abilities and familiarity with financial statements
- Knowledge of on-site maintenance requirements including dealing with vendors and contractors
- Ability to operate motor vehicles and golf carts

Job Functions

Essential functions of the position are to:

- Manage the property and supervise the staff in accordance with company policies to achieve maximum net revenue and enhance the value and quality of the property.
- Optimize occupancy and net revenues and operate the property in a cost effective manner to meet revenue goals.
- Hire, train and develop personnel in accordance with Federal, State and local laws and company policies.
- Develop competitive marketing data and implement comprehensive marketing plan to achieve leasing and revenue goals.
- Achieve leasing goals, plan and execute effective advertising, monitor curb appeal and ensure vacant units are market ready.
- Establish and execute an effective resident retention plan, including positive customer relations and timely resolution of resident problems. Plan and host property sponsored resident social functions.
- Manage administrative functions, including ensuring that all lease paperwork is complete and accurate and that all reports and company procedures are accurately and timely followed.
- Follow and supervise maintenance functions and projects, ensuring safe and timely completion. Ensure that grounds, buildings and units are fully operational, safe and attractive. Visually inspect grounds, buildings and units on a regular basis.
- Accurately record property income, expenses and other financial data in accordance with budget and policy guidelines. Responsible for daily deposits of income, petty cash and the safeguarding of property funds.

