

## **POSITION DESCRIPTION: REGIONAL MANAGER**

**Summary:** Responsible for overseeing the management of apartment communities in assigned portfolio including budgeting, maximizing revenue, controlling expenses, marketing, reporting, staff development and the enforcement of policies and procedures. The Regional Manager functions as the liaison between the property owner and the site personnel and also provides the link between the management company and the site personnel. The Regional Manager is responsible for creating and maintaining value in the properties.

**Reports to:** Regional Vice President.

**Supervises:** On-site property manager and other site personnel and contractors.

**Work Hours:** 40 Hours per week. Work week may include weekends and overtime. Travel and overnight travel required.

### **Qualifications**

Minimum qualification requirements for the position are:

- High school diploma required. College degree or related coursework in business, hospitality or property management is beneficial
- Minimum of 3 years of multi-housing management and supervisory experience preferred. Certified Property Manager designation a plus
- Experience dealing with a variety of ownership entities and diverse product lines including lease-ups, conventional and non-conventional
- Excellent oral and written communication, organizational and leadership skills necessary
- Ability to mentor and train
- Experience with computerized property management and/or accounting software
- Valid driver's license
- Drug free
- 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 properties 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
- Strong organizational and administrative abilities
- Strong computer skills including proficiency in Microsoft Office Products, i.e., Word, Excel and Outlook.
- Strong advanced business mathematical abilities and familiarity with financial statements
- Knowledge of on-site maintenance requirements including dealing with vendors and contractors
- Knowledge of Fair Housing laws
- Knowledge of special financing requirements, i.e., bond financing, low income tax credits, etc.

## **Job Functions**

Essential functions of the position are to:

- Manage the physical property by overseeing the day-to-day operations of the site-manager at each property.
- Optimize occupancy and net revenues and operate the property in a cost effective manner.
- Define knowledge and skill requirements for on-site staff positions, recruit, hire, train and develop on-site property managers, and ensure that management decisions, related to staffing and associates conform to our company policies and are in accordance with Federal, State and local laws.
- Prepare annual budgets for each property.
- Follow the budget and management plan approved by the property owner at each property. Confer with Regional Vice President in advance of costs in excess of budget.
- Oversee the development of marketing plans and advertising plans.
- Review monthly operating statements and prepare written reports to accompany statements detailing cash flow, maintenance budgets and marketing strategies.
- Respond to resident complaints or issues in a timely manner.
- Respond to owner requests in a timely manner.

- Make capital expenditure recommendations.
- Oversee capital improvements.
- Prepare monthly cash flow projections if required.
- Detect, alleviate and monitor potential liability risks and follow safety procedures.
- Monitor site personnel to ensure the established procedures in handling property loss, general liability claims and on-the-job employee injuries are followed.
- Ensure that legal documents are handled properly and that lawsuits are immediately reported to supervisor and to the appropriate owner or owner's representative.
- Complete company provided online training courses as scheduled.
- Provide a professional, positive service for residents and potential residents.
- Confer with Regional Vice Presidents on any and all procedural and/or policy exceptions.

**Miscellaneous**

Position requires employee to wear appropriate professional apparel.

Position requires the use of employee's own vehicle.

**Physical Functions**

The necessary physical functions for the position include standing, walking, lifting, pushing, pulling, climbing, stooping, kneeling, bending, reaching, writing, driving, talking, hearing, seeing, and ability to cope with environmental conditions inside the buildings and outside throughout the year.

**I understand that this position description describes the job duties in general and does not necessarily include all functions.**

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Employee Signature                                  Date

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Supervisor Signature                                  Date