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
20 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.

Job Functions (continued)

- Detect, alleviate and monitor potential liability risks and follow safety procedures. Follow procedures in handling property loss, general liability claims and on-the-job employee injuries.
- Travel for daily bank deposits, court eviction actions, supplies and other property related matters, and attendance at company meetings, training seminars and industry seminars.
- Assist Regional Manager with month end closing, budget preparation and other matters as requested.

Miscellaneous

Position requires employee to wear appropriate professional apparel.

Position may require use of employee's own vehicle to make bank deposits, pick up Supplies, transport prospective residents on the property, and for other property related activities.

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 Supervisor Signature Date