



Assistant Community Manager Description

Position Summary

We are seeking a sensational full-time Assistant Community Manager to join our team! Under the general supervision of the Community Manager, the Assistant Manager's primary responsibility is to support the Community Manager in all phases of the operation including, but not limited to, general property administration, leasing, maintenance, and property operations. These objectives include maximizing occupancy levels and property values.

Duties & Responsibilities

- Conduct all business in accordance with company policies and procedures, Fair Housing, Americans with Disabilities Act, Fair Credit Reporting Act, and all other laws pertaining to apartments.
- Assist in the preparation of monthly variance reports and provide other financial reporting information as required by Community Manager.
- Assist in the development, communication and monitoring of property budgets in a manner that supports the financial expectations of the company and allows the property to remain within budget.
- Assist Property Manager in the development of annual operating budgets for assigned properties and functional areas.
- Perform other special projects and duties as required by supervisor.
- Prepare contract documents as directed, verifying all documents are in order with necessary signatures.
- Prepare resident's welcome package and letter.
- Prepare all appropriate forms for accounting adjustments.
- Prepare move-out reconciliation form for Community Manager's approval to remove vacating residents from computer system.
- Maintain securities access system, if applicable, issues security/access cards.
- Update and maintain resident contact and emergency information.
- Receive all telephone calls and in-person visits. Listen to resident requests, concerns and comments.
- Quickly complete maintenance Service Request and inform the maintenance team. Answer questions for residents about community, repairs, rent, rules, etc. Follow up on a timely basis if unable to respond to residents on all matters.
- Ensure all maintenance repairs are handled satisfactorily by contacting residents with completed Service Requests on a weekly basis.
- Maintain open communication with Community Manager and Maintenance Supervisor.
- Contribute to cleanliness and curb appeal of the community on continuing basis.
- Assist in planning resident functions. Attend functions and participate as host for any functions as directed by the Community Manager.
- Enforce policies of the community.



- Prepare resident rent increase letters monthly.
- Prepare weekly Accounts Receivable Reports updating the potential collection of various past due receivable balances and keeping the Community Manager informed of past due and problem accounts on a timely basis.
- Review Accounts Receivable report weekly with Community Manager.
- Initiate and post late fee charges, as appropriate.
- Manage and investigate all discrepancies in lease payments.
- Analyze and reconcile monthly rental income, rent increases, and move-in and move-out information.
- Conducts market surveys monthly and provides trend report information. Shops competition and is aware of neighborhood market conditions.
- Welcomes and shows property to prospective new residents. Also, handles incoming phone calls, emails, and text messages from prospective new residents and completes appropriate paperwork.
- Maintains awareness of market/industry conditions and trends via trade publications, professional organizations, etc.
- Performs any additional duties assigned by the Community Manager.

Requirements

Education

- High School Diploma or Equivalent (College Degree or Coursework Desirable)

Specialized Skills & Knowledge:

- Prior Property Management Experience Preferred
- Certified Apartment Manager (CAM) Preferred but Not Required
- Strong Customer Service and Sales Skills
- Must be able to work in a fast-paced and customer service-oriented environment
- Performs duties under pressure and meets deadlines in a timely manner
- Understanding of computer systems, web applications and software.
- Works as part of a team.
- High degree of flexibility with the ability to work independently
- Excellent organizational, presentation, interpersonal, written and oral communication skills
- Proven ability to engage quickly with individuals in an outgoing, friendly manner, and build and maintain relationships with business leaders