**PROPERTY MANAGEMENT ADMINISTRATOR**

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| **Essential Duties and Responsibilities:** |
| Answer incoming calls and assist callers |
| Support the day-to-day operations of the company, including: ordering supplies, assisting with issues, provide general support for the site teams throughout the course of a day, week, month, etc. |
| Assist with the planning, training and rollout of company initiatives |
| Data entry into accounting software. |
| Assist with research of discrepancies when needed |
| Support special projects and provide ad hoc support as needed |
| Coordinate travel arrangements, as needed |
| Manage zoom account |
| Generate and analyze required reports |
| Proficient with all WPMC policies and procedures |
| Assist with property tracker |
| Work with the Regional team and properties to adhere and strive for the highest level of performance |
| Review telephone calls for coaching opportunities and reward opportunities |
| Assist with company functions, awards, celebrations, meetings, etc. |
| Monthly lease file audits for properties |
| Assist in due diligence for potential acquisitions and financings |
| Assist in full conversion in the acquisition/disposition of new properties |
| Stay current with industry trend and legal issues |
| Ensure all review sites have proper responses from our property managers |
| Review diib.com for improvements |
| Ensure site employees are in compliance with required company training |
| Provide training support for policy, procedure and process implementation |
| Assist with individual employee development plans |
| Work as part of training team to develop course content and instructional materials. |
| Provide training to on-site team members when needed |
| Attend regular industry sponsored training programs. |
| Perform other duties and assigned projects as needed. |
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| QUALIFICATIONS: |
| Minimum two years of property management experience. |
| Must have attention to detail, good judgment and decision making, time management and a hands-on approach. |
| Computer literate and understanding of accounting principles and practices. |
| Excellent written and verbal communication skills. Must be able to communicate effectively with others. |
| Customer service driven and a team player |
| Critical thinking & problem solving skills |
| Proficient in Microsoft Word, Excel, and Outlook |
| Ability to research problems, prepare written recommendations and compose correspondence. |
| Excellent organizational and follow-through skills, ability to multi-task, prioritize and work under deadlines. |
| Entrata experience preferrable |