

Job Description



Title: Property Manager
Department: Office
Report To: Director of Prop. Management
Classification: Exempt

Position Summary:

Perform all aspects of Property Management, including but not limited to hiring, training and supervising staff; marketing and leasing of property; and maintenance of entire property. Keep up with industry and local trends; maintain budget; customer satisfaction; and all office operations.

Essential Duties and Responsibilities:

- Directly supervises employees. Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Oversee all operations of the property.
- Coordinate and review bi-monthly market surveys with competition and recommend rate adjustments accordingly.
- Maintain familiarity with local competition and new units coming on line; shop all competition and create and update marketing plan.
- Maintain 100% occupancy by leasing one in every four apartments shown during peak season and 55% renewals.
- Monitor Rent Roll monthly for accuracy, new leases, concessions and upcoming move-outs.
- Monitor staff and all new lease negotiations and procedures, including security deposits.
- Enter move-ins/new leases into property software system (household information, post rent charges, concessions and all other tenant related charges).
- Process move-outs and security deposit depositions, notices and refunds.
- Monitor staff's collection of rent and all money due, three-day and balance due notice procedures, and proactively pursue outstanding balances.
- Post and record deposits with bank and in property accounting software as back-up to Assistant Manager.
- Process (review and approve) all payables relating to the property and timely submit them to Corporate Accounting for posting and payment.
- File evictions accordingly and actively pursue all outstanding debt collections in-house and by filing with attorney/collections agency.
- Process month-end procedures.
- Monitor maintenance requests, in that they are completed timely and efficiently.
- Take bids, hire and inspect behind contractors in conjunction with Maintenance Area Supervisor.

- Routinely inspect exterior of property and supervise ordering of supplies.
- Inspect apartments quarterly and at move-out.
- Control laundry income funds.
- Assist in budget preparation and meet budget expectation; routinely discuss verbally and in writing property and budgetary concerns with supervisors.
- Hire and train staff, supervise daily work transactions and work progress and quality, etc.
- Maintain good relations with residents and aid in resolving disputes.
- Stay current on company changes in policy and procedures.
- Submit all computer reports, payroll and weekly comment letters in a timely manner; prepare bills and balance petty cash accordingly.
- Manage property problems and staff effectively.
- Meet deadline of supervisors.
- Utilize and keep abreast of all Interoffice Memos, Apartment Operation Manual, Employee Handbook and Safety Program.
- Read industry articles and attend Apartment Association meetings and complete Aspire on line training as required.
- Supervise marketing and advertising.
- Follow up on items in a timely manner.
- Attend regional staff meetings.
- Conduct site staff meetings as necessary.
- Available for after-hour emergencies as outlined in the Apartment Operations Manual
- Additional duties as needed.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Required Skills/Ability

- The individual should be able to read and interpret various documents, such as safety rules, procedures, and operational instructions. Effective written and verbal communication skills are required to handle reports, correspondence, and group presentations.
- Proficiency in basic math (addition, subtraction, multiplication, and division) is needed, including the ability to work with whole numbers, fractions, and decimals. The role also requires the ability to compute rates, ratios, and percentages and interpret bar graphs.
- The role requires practical reasoning to follow various forms of instructions and resolve issues with multiple variables in standardized scenarios.
- In person work required.

Key Competencies:

- Using analytics to identify trends and inform decision-making.
- Demonstrating both logical reasoning and emotional intelligence when handling challenging issues.
- Responding to service needs promptly and committing to customer satisfaction.
- Balancing sensitivity with professionalism in customer-facing roles.
- Prioritizing ongoing learning and skill-sharing to foster a knowledgeable team.
- Engaging clearly and persuasively, addressing questions, and using active listening.
- Contributing to discussions and presentations with a constructive approach.
- Supporting team dynamics by being open to input, encouraging positivity, and helping meet shared goals.
- Emphasizing openness to various viewpoints to strengthen team cohesion.
- Ensuring communication is professional, accurate, and effective, especially in reports or presentations.
- Assigning responsibilities effectively and tracking progress.
- Engaging team members in planning and improvement processes.
- Following protocols, fulfilling tasks promptly, and representing the organization's values.
- Promoting equitable practices and respecting diversity in all roles.
- Monitoring the industry landscape to understand competitors and market positioning.
- Cultivating a culture of respect regardless of hierarchy.
- Committing to safety procedures and using resources responsibly.
- Prioritizing tasks to maintain productivity and meet deadlines.

Education and Experience:

College degree strongly preferred. Minimum of 3-5 years property management experience with a proven track record of achievement.

Computer Skills:

- To perform the job successfully, and individual should have advanced computer knowledge.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly exposed to wet or humid conditions (non-weather); work near moving mechanical parts; outdoor weather conditions and risk of electrical shock. The employee is occasionally exposed to work in high, precarious places and vibration. The noise level in the work environment is usually moderate but can sometimes be loud.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Stand, walk, climb, balance, stoop, kneel, crouch or crawl.
- Use hands to handle or feel objects.
- Reach with hands and arms.
- The employee is frequently required to talk or hear.
- The employee is occasionally required to sit.
- The employee must regularly lift and/or move up to 25 pounds unassisted.
- Specific vision abilities required by this job include the ability to adjust focus depending on the situation.

Date

Print Employee's Name

Manager's Signature

Employee Signature