



Community/Property Manager Job Description

Exciting and challenging opportunity for a detail oriented community/property manager to join a growth oriented real estate development company (Company). The selected candidate will be joining a results oriented team of dynamic visionaries who think outside the box to come up with extraordinary results. The selected candidate will work at a 132 unit apartment community located in Kingston, RI and will be responsible for leading and directing the leasing and maintenance operations of the community taking guidance and direction from the Vice President of Operations. The hired candidate will have a minimum of 2 years property management experience, proven leadership skills, a high level of energy and excitement, a successful sales background, a history of working well both independently and as a team, and superior professional references from employers within the industry. Candidates that have served the Assistant Community/Property Manager role for at least 1 year and are ready for promotion are urged to apply if the remaining qualifications set forth below are met. Candidate must perform well under pressure, maintain a positive attitude at all times, have the ability to create and have fun while accomplishing the goals of the team, have the desire and ability to motivate self and a team of professionals and grow them into leaders, have strong oral and written communication skills, and have years of experience in providing exceptional customer service.

Position Title

- Community Manager

Compensation

- Salary commensurate with experience and industry standards/guidelines in accordance with position title and size of community
- Leasing Commissions
- Monthly bonus program designed to reward exemplary performance when goals are achieved
- Standard Company offered benefits

Relationships

- Reports to Vice President of Operations
- Leads/supervises all on site personnel
- Establishes and maintains relationships with colleagues in other departments within the Company
- Develops and maintains relationships with suppliers, vendors, contractors, and all others serving the community and Company
- Maintains a positive relationship with local officials

Qualifications

- Bachelors degree strongly preferred
- Minimum of 2 years conventional/market rate property management on site experience, preferably starting as a leasing or marketing specialist with promotions to assistant manager and/or community manager
- Management experience must include the management of a team of employees consisting of leasing and marketing specialists and maintenance personnel
- Management experience must have been with a professional property management company respected as such in the industry
- Must be available to work weekends and some holidays

- A professional designation of Certified Property Manager (CPM), Registered Apartment Manager (RAM), Accredited Residential Manager (ARM) or similar industry designation is desirable
- Fair Housing Certificate and awareness of fair housing laws mandatory
- Awareness of local laws

Characteristics

- A dynamic leader with strong supervisory skills/personnel management
- Effective communicator, trainer and motivator
- Self-motivated and independent thinker while maintaining strong and loyal team relationships
- Strong business, marketing, and property management sense
- Ability to process problems and recommend sound solutions to such problems
- Calm and intelligent crisis manager with developed conflict management skills
- Flexibility is essential
- Financial and asset manager
- Ability to follow and enforce policies and procedures
- Energetic and fun to work with
- Must pass a credit report, a criminal background check, and a drug test

Technology

- Experience with Yardi Property and Asset Management software preferred
- Proficient in Microsoft Word, Excel, and Publisher
- Additional computer experience a plus

Duties & Responsibilities (not intended to be an all inclusive list but rather a fair and reasonable example)

Marketing & Leasing

- Ensure grounds are policed daily to maintain a superior curb appeal
- Ensure that all show units are inspected daily
- Enforce resident screening guidelines and ensure compliance with such from all applicants
- Manage social networking websites
- Identify appropriate advertising resources and recommend such sources to marketing director
- Create and implement a marketing plan, review the plan for relevance regularly, change plan as soon as it becomes necessary
- Manage and update routinely a preferred employer program
- Complete monthly marketing survey
- Ensure compliance with all fair housing laws when conducting leasing transactions
- Review and approve all applicant files prior to move in for compliance with policies
- Enact and enforce lease renewal policy
- Create effective resident retention programs designed to reduce resident turnover
- Establish community outreach program
- Provide for resident services including the follow up on 100% of resident maintenance service requests, responding to resident complaints, concerns, etc., planning of resident activities, and providing for exceptional resident communication
- Supervise apartment turnover process (including move-in/out inspections, processing applications, and monitoring unit "make-ready" requirements). Minimize unit "down-time" and vacancy loss due to turnover
- Present a professional and clean appearance in the office at all times

Personnel

- Responsible for assisting with employee selection when hiring, employee training, employee evaluations, employee termination, and implementation of all other employment decisions for employees with a direct report in accordance with human resource policies and procedures and guidance from supervisor all in accordance with the law

- Lead and supervise a team consisting of leasing/marketing personnel and maintenance personnel
- Approve and submit weekly time sheets inclusive of overtime logs
- Motivate team
- Manage contractors that have been engaged for services
- Ensure observance of safety regulations

Financial

- Charge and collect rents and other fees in accordance with lease agreements
- Follow procedures outlined in lease agreement for late rent collections and work with landlord and tenant attorney to process evictions timely
- Maximize rental revenue by maintaining high occupancy and reduction of vacancy loss, bad debt loss, and concessions
- Improve Net Operating Income (NOI) through revenue maximization and expense controls while maintaining the physical asset
- Recommend changes to rents and fees in accordance with market changes
- Review and analyze monthly financial statements
- Purchase in accordance with budgetary guidelines with approval for exceptions made by supervisor
- Assist in the preparation and development of annual property management operating budget
- Review and approve all property purchases recommended by team members
- Supervise, monitor, and process accounts payable including posting, coding, and approving all site invoices
- Examine all contracts for goods and services. Authorize contracts in accordance with Company policies and procedures and in accordance with budgetary guidelines
- Review capital expenditure needs and bring to the attention of supervisor for additional direction

Safety

- Participate in and engage team in Company safety program
- Ensure compliance with all safety rules and regulations
- Provide quality judgment to reduce legal, liability, physical, and safety risks. Contact supervisor immediately regarding any potential liability or loss concerns
- Investigate, prepare, and report in accordance with Company policy on all accidents, claims, and emergency situations



