

What We Do-Residential One is a property management firm that specializes in the management of multifamily real estate. Our portfolio consists of conventional and affordable housing programs. The corporate office is in Columbia, Maryland. Our portfolio is concentrated in the Baltimore/Washington area but extends through the DC/MD/VA region.

JOB TITLE – Property Manager

SCOPE & PURPOSE

Under the daily direction of the Regional Director (if applicable) or Vice President, the Property Manager is responsible for the overall aspects of the community operations. (S)he may be asked to perform other duties as assigned, as per their Manager and/or Regional Director.

Duties & Responsibilities

Duties & responsibilities may include, but not limited to:

- Assists in the training of all property staff.
- Creates a positive, welcoming, supportive environment for residents, visitors, and community staff.
- Responsible for the office being kept in a neat and clean condition.
- Evaluates staff performance, including the completion of annual performance reviews.
- Counsels underperforming staff, and provides critical feedback to improve performance.
- Prepares, approves, and submits timesheets and payroll adjustments.
- Assists the Regional Director in the selection of community staff, and assumes primary responsibility for the preliminary interviewing.
- Has a working knowledge of all affordable regulatory forms and documents.
- Submits accurate and complete reports as specified on Residential One's time table.
- Maintains building security measures, ensuring proper incident documentation and notification to management, owners, and insurance carriers within 24 hours of the incident.
- Responsible for in-house file audits on a semi-annual basis.
- Ensures property's filing system is maintained daily, including applicant/resident, accounting, vendor, and contract files.
- Responsible for all community staff attending mandatory trainings, as well as other trainings, in order to promote successful operations of the property.
- Understands Boston Post software, and the paperless work flow process, in order to operate efficiently and accurately.
- Responsible for the preparation of the Reserve Funds Replacements (RFR).
- Other duties as assigned



- **OCCUPANCY**

- Supervises all the leasing activities.
- Creates goals for the community staff to maintaining 100% occupancy through curb appeal, service, and retention strategies.
- Executes marketing and advertising campaigns for apartment leasing, in conjunction with the Affirmative Fair Housing Marketing Plan.
- Notifies the residents in writing of all issues effecting their tenancy.
- Maintains vacancy information as required by Residential One, the owners, and monitoring agencies.
- Ensures that all move-in certifications will be completed and sent to U.S. Housing in a timely manner. The re-certifications will be completed and sent to the compliance department 90 days before the effective re-certification date.
- Supervise and assist in maintaining a current and accurate waitlist.
- All certification corrections are to be completed and re-sent within 48-72 hours after notification of deficiencies.
- Oversee the re-certification process, and assist with the 60/90/120-day notices, as needed.
- Increase letters must be sent 30 days in advance of the effective date of the increase, or what is applicable for the jurisdiction.
- Screens and reviews all applications in a timely manner.
- Must be able to calculate the income and assets in compliance with Residential One and industry standards.
- Responsible for putting together and pre-auditing the first year investor lease-ups files, and may any corrections, if needed.
- Supervises, assists, and reviews the lease orientations and signings, and submits relevant documentation to the U.S. Housing for final approval.
- Needs to stay current on the rules and guidelines of the affordable house that applies to their community.
- Oversees the property tours, showing vacant units, and marketing property amenities.
- Responsible for apartment inspections for move-in/move-out conditions (pre/post inspections), and the successful completion of the process within 24 hours of the action.
- Completes semi-annual apartment/townhome and quarterly exterior/interior inspections.
- Responsible for making sure that the correct set-asides, rent, and income limits are being utilized.
- Supervises, assists, and reviews the certification process. Ensures timely and accurate certifications for both annual and interim.
- Supervises and assists the community staff in preparing for all inspections and audits.



- Remains current on, and compliant with, the policies and laws affecting the marketing and leasing community.
- Files court documents for eviction and attends scheduled court hearings.
- Responsible for the accurate and timely affordable year-end and/or quarterly reports.
- Supervises and assists in purging files annually, if applicable.

FINANCES

- Achieves financial stability through cost reduction and implementing systems to maintain 0% delinquency.
- Files delinquent rent monthly, and follows up with collecting the rent or evicting the household.
- Completes security deposit administration, including inspecting units to determine resident's balance or refund, preparing disposition letters, and processing security deposit returns within twenty-one (21) days of the vacancy.
- Responsible for making daily rent and/or deposits to the bank, and keeps accurate files on all related documentation.
- Ensures that the Boston Post batches matches the bank scans and/or bank deposits.
- Utilizes the rental policy for rent collection procedures, including following up with delinquent accounts daily, as well as sending notices for prepaid accounts.
- Prepares the annual operating budget, and works with the Regional Director to maintain budgetary guidelines, as well as being able to explain, in writing, the monthly variances.
- Maintains familiarity with all procedures and requirements of AP and AR.

MAINTENANCE

- Responsible for the operations and purchases of the maintenance department
- Solicit and review bids for contract work before submitting to the Regional Director for approval.
- Responsible for contract work being completed in the community.
- Assists the maintenance department with understanding the budgetary restraints and how to effectively use the budget to run the maintenance department.
- Maintains a strict adherence to the purchase order/invoices process.
- Oversees and reviews the inventory control system.
- Ensures that the preventative maintenance schedule is being completed in the time allotted.
- Oversees the daily property inspection and clean-up (curb appeal).
- Responsible for ensuring that the work orders are being completed in a timely manner.
- All other duties as assigned.



Qualifications

- High school diploma/GED required (Bachelor's degree preferred).
- 3+ years' experience in residential leasing or property management.
- 2+ years' experience working with LIHTC/Section 8 property management.
- Excellent communication and time management skills.
- Well-developed customer service and sales skills.

Physical Requirements

- Involves work of a general office nature; typically includes extended periods of sitting and/or operation of a computer.
- May involve periods of standing, such as operating at a copier/fax/scanner.
- Involves movement between departments, floors, and properties to facilitate work.
- Involves work such as conducting tours throughout the property/portfolio, usually performed by walking and/or climbing stairs.
- Regularly required to talk, hear, and use hands and fingers to write and type.
- Ability to read and understand information and ideas presented orally and in writing.
- Ability to communicate information and ideas in writing and orally so others will understand.
- Regularly required to utilize vision abilities, allowing reading of printed material, graphics, computer displays and physical inspection of properties and sites.

Equal Opportunity/Affirmative Action Statement

It is the policy of Residential One that no person within the jurisdiction thereof shall, on the basis of race, religion, color, sex, age, disability, sexual orientation, gender identity or expression, veteran status, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination or harassment (including all forms of sexual harassment and sexual violence).

To apply please contact us at resume@res1.net

