

ASSISTANT PROPERTY MANAGER

Department: Operations
Classification: Non-Exempt

Position Summary

Responsible for marketing and leasing assigned property, as well as providing resident services. Develops and implements policies and procedures to effectively manage property under the direction of the Property Manager and Regional Property Manager.

Duties and Responsibilities

- Coordinating leasing events such as open houses, realtor tours, and resident promotional activities
- Assists with the development and implementation of resident services programming
- Maintains knowledge and awareness of corporate in/out migration, property competition, and other market conditions affecting leasing and operations
- Manages property's answering service, ensuring superlative customer service, up-to-date calling sequences, and accurate contact information
- Notifies residents of all issues affecting their tenancy
- Files court documents for eviction and attends scheduled court hearings as Landlord's representative
- Oversees security deposit administration including inspecting units to determine resident's balance or refund, preparing disposition letters, and processing security deposit returns
- Assists Property Manager with maintaining building security measures, documenting incidents, and sending proper notification to management, owners, and insurance carriers
- Maintains familiarity with all procedures and requirements of accounts payable and accounts receivable
- Processes all property expenditures for Property Manager's approval
- Maintains journal of administrative, facility-related, and market-driven property issues and concerns
- Leads tours of property, showing vacant units and marketing property amenities
- Tracks and follows up with all referrals, walk-ins, and phone inquiries
- Develops and maintains reference book detailing property's unique features, amenities, size, vacancies, rental rates, and current leasing promotions
- Prepares leasing checklist and package which includes all required forms, deposits, schedules, and information
- Reviews and screens all applications for Property Manager's approval
- Maintains property's filing system including tenant, applicant, accounting, and vendor and contract files
- Maintains deposit and rental collections
- Monitors landlord-tenant relations and mediates disputes when necessary
- Responds to resident concerns and complaints. Counsels residents and provides referrals to appropriate agencies
- Utilizes maintenance software program to enter in and track work orders
- Inspects apartments for move-in/out condition and turnover status
- Assists Property Manager with conducting and documenting annual unit inspections and annual recertification of residents
- Assists Property Manager with reassessing property and completing competitive marketing analysis

- Remains current on and compliant with policies and laws affecting the marketing and leasing of the property, including the Company’s leasing agreement, Landlord Tenant code, Fair Housing laws, and other applicable laws
- Orders office supplies
- Maintains regular daily office hours ensuring adequate coverage on weekends and holidays
- Maintains strict adherence to invoice approval policy. Position does not have authority to purchase any goods or services

The following serve to guide our behavior, way of operating, and decision-making throughout the organization.

Mission Statement: Our committed team of exceptional professionals transforms communities by creating high quality real estate developments and delivering outstanding value to our clients and partners.

Vision Statement: Considered by all to be at the top of the multifamily and real estate industry, fueled by high caliber talent, financial strength, and a culture of continuous innovation of business practices.

Core Values

Integrity We act with honor, honesty, and fairness and we hold ourselves to the highest ethical standards.

Collaboration We support each other internally and externally to achieve our collective goals.

Accountability We are responsive and take responsible action. We say what we mean, we do what we say.

Results Oriented We take great pride in achieving exceptional outcomes.

Competencies

Leadership We demonstrate leadership skills and behaviors that contribute to superior performance and customer excellence. We lead and develop both people and the organization.

Service Excellence We are passionate about providing an exceptional customer experience to our external customers, as well as internal. We act with an unwavering commitment to service standards, a disciplined approach, flawless delivery, and relentless inspection.

Community We cultivate positive relationships within our organization, within our developments, and communities. We promote good citizenship by giving back.

Innovation We anticipate change and shape it to fit our purposes. We create ethical, forward thinking solutions. Identification of a novel idea that creates value and trying them off the cuff.

Relationships and Contacts:

Reports to: Property Manager

Supervises: N/A

Required Education and Experience:

- High School Diploma or equivalent
- Bachelor’s Degree preferred
- 2 or more year’s experience in multi-family property management
- Experience with Low Income Housing Tax Credit Program and/or Hope 6 preferred
- Knowledge of HUD programs including but not limited to HOPE 6 and project-based Section 8
- Proficiency in Yardi preferred
- Proficiency in Microsoft Windows, including Microsoft Excel and Outlook
- Excellent customer service skills
- Requires a valid driver’s license, an insured vehicle, and the ability to travel (between properties)

Working Conditions:

- Ability to work periodic flexible hours is required. Ability to travel by plane and automobile is required.
- Ability to work at property locations within or near transitional neighborhoods
- Ability to climb stairs, take elevators, bend, squat and reach overhead.

Acknowledgement:

I have read and understand this job description. I accept the position and understand the list of duties is not meant to be all inclusive. I agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability. I will abide by the employer’s Code of Conduct and Conflict of Interest policies. I further understand that my employment is at-will and may be separated with or without notice for any reason not expressly prohibited by law.

Print Employee Name: _____

Signature: _____ Date: _____
Employee

Signature: _____ Date: _____
Supervisor