

## ON-SITE MANAGER (aka Property Manager)

### JOB DESCRIPTION

#### SKILLS, KNOWLEDGE AND PERSONAL CHARACTERISTICS:

The following attributes are desirable for job success: experience in managing multifamily properties, certification as a resident manager (ARM, CAM, etc.), ability to supervise staff, bookkeeping experience, ability to communicate effectively, safety conscious, ability to assert yourself, preference for detail work, ability to work well under pressure, self-motivation and self-direction, ability to work with/without direct supervision and the ability to develop a team and be a team leader. COS/AHM and LIHTC certifications are a plus.

#### SUMMARY OF FUNCTIONS:

Supervisory position with authority, responsibility, and accountability to plan, implement and monitor operations, profitability, quality service, marketing and resident relations of the property, while maintaining the company investment. Utilize management skills to train, motivate & empower our associates to reach their goals and those of our property.

#### MAJOR DUTIES AND RESPONSIBILITIES:

Duties include, but are not limited to:

- Schedule, supervise and direct the daily activities of all on-site staff/ contractors.
- Prioritize, assign and monitor daily activities, service requests, make-ready
- Conduct training, coaching and disciplinary action, as needed, per standards of the management company.
- Complete performance appraisals as scheduled.
- Create an atmosphere of cooperation, enthusiasm, service urgency, teamwork, customer satisfaction, and professionalism among staff members.
- Supervise management of inventory system in conjunction with maintenance supplies and personnel.
- Responsibility of fiscal budgetary compliance to approved operation budgets.
- Prepare for property and file inspections.
- Maintain a budget control log and reviews financial statements monthly.
- Achieve budget goals regarding occupancy, expenses, NCF, etc.
- Review monthly income reports and report on any variance from budget.

- Negotiate for supplies and services with vendors and contractors to achieve best possible prices.
- Obtain purchase orders per policy and advises supervisor of any expense overages.
- Ensure all invoices are processed/posted on a daily basis per company standards.
- Maintain cash receipt journal, daily and monthly reports.
- Control petty cash fund.
- Compliance with management company personnel and operations policy and procedures and compliance to company standards.
- Stay abreast of and implement all current policies and guidelines, maintain policy manual as changes are effected, review and monitor policies with employees to insure compliance.
- Inspect property daily to ensure a quality presentation of the community.
- Maintain resident relations; deal with complaints and problems relating to service and lease provisions.
- Ensure timely submission of all reports per standard.
- Process and select new residents in accordance with the management company's Statement of Rental Policy.
- Maintain records and resident files in an orderly and up-to-date manner.
- Collect rent, maintain account records, and make bank deposits.
- Prepare legal action for eviction when necessary.
- Provide effective marketing and communications, including advising management of pertinent issues as related to the community, market, or other respective issues.
- Prepare advertising and marketing plan for the development.
- Show and lease apartments, handle telephone inquiries.
- Conduct periodic market surveys.
- Collaborate with Regional Managers to assess changes in rental market through analysis of customer traffic and rental records.
- Plan, promote and implement effective Resident Retention program.

- Communicate with residents through monthly newsletters, monthly community activities, regular resident recognition, follow-up on service requests (10% per week) and continual promotion of resident services.
- Organize and direct the Lease Renewal program by contacting resident at least 30 days in advance to schedule appointment for home visit, review of and signature on renewal lease.
- Perform effective annual apartment inspections of each unit, including Home Visits with each renewal lease.

#### ORGANIZATIONAL RELATIONSHIPS:

- Reports directly to the property supervisor. Trains and supervises on-site personnel.
- Works with administrative division staff, other site managers, other management company employees, outside vendors and service providers.

#### OTHER REQUIREMENTS:

Hours of Work: 30 hours per week, Subject to change. Must be on call "24 hours". Must be willing to work later to complete various projects as well as helping with tenant board/association meetings and events. Overtime is as needed and during emergencies.

Inquiries and Resumes can be submitted to me either via email: [ann@westmountmgmt.com](mailto:ann@westmountmgmt.com) or via Fax: 203-483-4376 or via Mail: 36 Park Place- Branford, CT 06405