

RESIDENT MANAGER

JOB ID - 8175

JOB LOCATION - US-MA-Boston

LOCATION NAME – The Beverly

The Resident Manager will be responsible for maintaining the physical assets of the property, monitoring the day-to-day operations of an experienced maintenance staff, evaluating the budgets for and financial performance of the property, and - most importantly - cultivating positive, lasting tenant-landlord relationships. The successful candidate will create an attractive, welcoming, and desirable community that embraces all qualified applicants.

Building Information:

<http://thebeverlyboston.com/>

Core Responsibilities:

STAFF SUPERVISION:

- Responsible for the direction and supervision of the maintenance employees.
- Recommends hiring, terminating, discipline, suspension, promotion and/or rewards for staffing

BUILDING OPERATIONS:

- Responsible for all maintenance and repairs at the development. Assures that a responsible staff member is available to respond to emergency calls at all times.
- Product Presentation
 - Apartment turnovers must produce units that are to be impeccably clean, mechanically in good working order and properly painted prior to the resident's move-in.
- Maintenance of Common Areas
 - Common areas, such as laundry rooms, hallways, offices, shops, storage areas, refuse areas, and grounds must be clean at all times. Schedules routine janitorial tasks to ensure that the above is consistently maintained.
- Purchase Order System
 - Follows purchase order instructions established by the district/regional office.
- External Maintenance Services
 - Solicits, reviews and recommends third-party contracts when so directed by the District Manager or designee.
 - Guest Authorization Protocol
 - Ensures that concierge staff complies with the designated, authorized steps to register guest/key authorizations on the Yardi system
 - Incident Report Protocol

- Ensures that concierge staff complies with the designated, authorized steps to record all incident reports on the Yardi system.
- Building Engines Protocol
 - Ensures that the Building Engines software is utilized for all mechanical Property Management tasks.

Benefits:

- Comprehensive Medical, Dental, Vision, Life, Disability & Flexible Spending Accounts
- Paid Time Off & holidays
- 401(K)
- Tuition reimbursement
- Robust modern fertility program
- Incentive bonus program
- Commuter benefits
- Employee Assistance Program & more!

Qualifications:

- 5-7-years of recent hands-on experience in the property management industry.
- Experience with student housing is preferred but not required.
- 3+ years of supervisory experience.
- Facilities/Operations experience with strong working knowledge of building systems.
- Proficiently skilled in plumbing, electrical, mechanical, and basic construction
- Experience managing a Tenant Amenity Space.
- Working knowledge of Microsoft Word and Excel.
- Comprehensive knowledge of industry software systems; preferably One-site and/or Yardi.
- Proven career success in multi-family housing, luxury, or market-rate industry segments.
- Expertise for managing assets with mixed-use space.
- Ability to effectively communicate with all levels of management; internally and externally.
- Experience managing multiple projects and people.

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