

## **Assistant Property Manager Job Duties**

The ASSISTANT PROPERTY MANAGER is to assist the Property Manager in effectively managing the assigned communities. In the Property Manager's absence, the Assistant Property Manager may assume all responsibilities associated with accomplishing community objectives as set forth by the Property Manager and the Property Owner.

### **Job Responsibilities Include...**

#### **Leasing:**

- Greet prospects warmly and professionally in person or by phone
- Demonstrate community and homes and apply "product" knowledge to clients' needs by communicating the features and benefits; share mission and values
- Have prospects complete application in accordance with the company procedures and Fair Housing requirements, Americans with Disabilities Act, Fair Credit Reporting Act, LIHTC Guidelines, and all other Federal and State laws.
- Update availability report, process applications for approvals. Submit processed applications to the Property Manager for approval. Follow up with applicant regarding status.
- Ensure apartment is ready for resident to move-in on agreed date.
- Secure new residents' signature(s) on appropriate paperwork prior to move-in. Orient new residents to community.
- Monitor renewals. Distribute and follow-up on renewal notices.
- Assist in monitoring advertising effectiveness.
- Distribute all company or community-issued notices.
- Represent the company in a professional manner at all the times.

#### **Administrative**

- Operate computers to record, store and analyze information.
- Understand the lease and handbook for each community
- Comply with federal, state and company policies, procedures and regulations.
- Ensure that all proper and legal documents are received, current, accurate and recorded
- Communicate with Property Managers regarding accuracy of invoices received; that purchase orders are attached and invoices are recorded correctly, according to company procedures.
- Access computerized financial information to answer questions and resolve disputes.
- Check figures, postings and documents for correct entry, mathematical and grammatical accuracy.
- Operate calculators, copy and facsimile machines, and standard office equipment
- Prepare and review monthly, quarterly, and year end reports.
- Assist in lease transactions by typing leases, gathering applicant's history and credit approvals. Organize files and paperwork as needed.
- Provide general clerical assistance to community office

### **Resident Retention**

- Receive all telephone calls and in-person visits. Listen to resident requests and concerns.
- Maintain positive customer relations attitude
- Quickly complete maintenance Work Order Request and inform the maintenance team. Answer questions for residents about community, repairs, rent, rules, etc. Follow up timely as needed.
- Maintain open communication with Property Manager, Maintenance Staff, and Administrative Office personnel.
- Contribute to cleanliness and curb appeal of the community on continuing basis.
- Assist in planning resident functions. Attend functions and participate as host for any functions as directed by the Property Manager.
- Enforce policies of the community.
- Assist with all aspects of annual tenant Recertification

### **Neighborhood Marketing/Public Relations**

- Advise residents of referral concessions (if and when applicable and permitted).
- Assist in placing, removing/updating banners, balloons, signs, flags, etc.
- Distribute newsletters, pamphlets, flyers, etc.
- Assist in conducting market surveys

### **Essential Job Functions:**

- Must possess strong attention to detail and good listening skills
- Fair Housing Certification, willingness to obtain prior to interacting with prospective residents.
- Demonstrate an ability to support and contribute to community team.
- Demonstrate strong oral and written communication skills.
- Competence in operation of telephone, business calculator, copy machine, facsimile, personal computer/keyboard, Microsoft Office including Word, Excel and MS Outlook and community software.
- Must possess a positive attitude and the ability to smile under all circumstances.
- Participate in training in order to comply with new or existing laws.
- Neat, clean, professional at all times throughout the workday and/or whenever present at the community.
- Comply with expectations as demonstrated in the employee handbook.
- Demonstrate ability to diffuse and respond to customer concerns to avoid escalation of the problem.
- Successfully pass drug test.

### **Mission, Vision, and Values:**

Must embrace the company Mission, Vision, and Core Values of Service, Integrity, Accountability, Teamwork