

## **Assistant Property Manager**

### **General Job Description/Job Responsibilities**

- Assist Property Manager to build a team of highly motivated, skilled, and productive individuals who work well with others. Consistently maintain professional quality of management, communication, and reporting.
- Provide first-class customer service to prospects and residents. Ensure that all resident requests are handled promptly and professionally. Create professional and friendly office environment.
- Ensure staff leasing techniques are effective in obtaining closure, follow up procedures met, signing/documentation of leases, and reporting systems are accurate and up to date
- Audit all lease files to ensure adherence to policies and procedures
- Develop and implement resident retention programs (i.e., resident functions, special promotions, monthly newsletter, etc.)
- Effectively show, lease, and move in prospective residents
- Assist in developing the annual marketing plan and marketing budget
- Implement all marketing efforts and outreach, developing campaigns and assisting with design to generate traffic
- Monitor leasing/renewal progress, focusing on areas needing additional support
- Supervise the planning, preparation, and implementation of all leasing and renewal events as approved by the Property Manager
- Maintain thorough product knowledge of the property and competition as well as market conditions, complete weekly market survey report
- Utilize established sales and marketing strategies to increase property traffic, maintain closing ratios and achieve budgeted occupancy
- Assist Property Manager in use of consistent techniques & company directives to screen, hire, train, coach, and develop on-site staff
- Assist Property Manager in ensuring the effectiveness of staff through ongoing training, coaching, counseling, and guidance in compliance with training benchmarks
- Promote harmony and quality job performance of staff through support and effective leadership
- Ensure staff compliance and consistency with Company policies and procedures
- Achieve the highest possible net operating income (NOI) through the implementation of effective cost control; revenue improvement efforts; and effective budget management.
- Assist Manager to implement systems, procedures, and expectations. Find ways to improve performance and productivity while reducing expenses.
- Oversee collections efforts at the property, to keep delinquencies under 1% of income.
- Maintain resident ledgers in property management software to ensure accuracy. Communicate with residents as needed.
- Perform lease processing and administration, to ensure accuracy of property management software.

- Perform regular audits of property management software and leases as needed.
- Process accounts payables in a timely manner and work with vendors as needed to ensure accurate billing and good standing.
- Conduct analysis of operating expenses to determine items and methods for expense cutting.
- Assist Manager to oversee monthly reports, budget targets, and variance reports as needed.
- Responsible for timely submissions of all necessary paperwork for invoicing, payroll, hiring, etc.
- Manage collections, evictions, and other legal and administrative tasks.
- Assist Manager to maintain a positive reputation, and relationship with colleges and community.
- Actively network with local higher education and city officials to establish effective working relationships for the benefit of the property and its residents.
- Promote harmonious relations among residents, parents, staff, and surrounding community, while enforcing company policies and standards.
- Assist Leasing staff to ensure all potential marketing avenues are being fully utilized. Show and lease apartments.
- Effectively maintain product knowledge of property and competitive properties through consistent market research and networking. Ensure leasing staff develops and maintains similar knowledge.
- Assist Managers with leasing as needed.
- React to potential situations which would cause liability to the property or the management company. Ensure all landlord/tenant statutes, fair housing laws, and safety codes are followed, and train staff accordingly.
- Assist Manager to perform quarterly inspections and oversee a successful turn via pre-inspections, scheduling, and vendor bidding processes.
- Assist Manager to hold weekly meetings with employees to facilitate learning, communication, and team building.
- Promote and teach safe work practices among on-site staff and ensure all safety programs are implemented and followed.

- Perform other job duties as requested by Manager or as needed to ensure a successful property.

#### Education/Experience

- Must have prior management and leasing experience in multifamily; student housing experience a plus
- High School Diploma or Equivalent; Bachelor's degree preferred or 2-years experience in the property management industry
- Ability to understand and perform all on-site software functions; Entrata experience a plus; basic computer skills required
- Must have basic knowledge of Fair Housing Laws