

## **General Manager – Job Description/Responsibilities**

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Manages property to owner's expectations and regular and on-going dialogue on all financial and building operation related activities.

Directs preparation of financial statements and reports on status of property such as occupancy rates and dates of expiration of leases.

Manages all purchases related to the operation of the asset in compliance with the corporate purchase order approval program and/or all applicable budget and spending limits.

Visually inspects the interior and exterior of the property weekly or as needed to detect needed repairs and monitors routine maintenance to maintain the highest quality property.

Prepares annual operating budget for the property each year by calculating known projected expenses for the upcoming calendar year and each week comparing actual expenditures to the budget to operate the property in the most cost-effective manner possibly while maintaining a "Class A" status. Additionally, manager will be responsible for meeting or exceeding the Net Operating Income goals outlined in the approved operating budget.

Ensures compliance with all corporate rental collection policies.

Employs or contracts for services of security, maintenance and groundskeeping personnel and onsite management personnel if required. Ensures property scheduling of all property personnel.

Conducts quarterly unit inspections and move-out inspections and bills damage charges to resident accounts.

Drafts and implements an effective annual marketing plan and marketing timeline for maximum resident retention and to capture new and renewing leases to ensure the achievement of budgeted occupancy.

Supervises and directs the Leasing Manager responsible for implementing campus outreach, social media, conducting resident events, and maintaining strong relationships with university administrators and departments.

Oversees all application processes, screening verifications, and any additional information as it relates to new move-in paperwork and applications.

Communicates with tenants daily by telephone, by email and in personal meetings to address their requests for special services, to resolve problems and to build goodwill to preserve resident satisfaction with the property and to ensure that residents observe and fully understand community policies.

Supervises on site-level employees including interviewing, hiring, and training employees; planning, assigning, and directing workflow; appraising performance, rewarding, and counseling employees; addressing complaints and resolving problems.

Maintains confidentiality of all operations/resident information and communications.

Complies with and upholds ALL fair housing standards and will attend fair housing seminars when available.

#### **SUPERVISORY RESPONSIBILITIES**

Manager is responsible for the overall direction, coordination, and evaluation of full time and part time equivalent employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

#### **QUALIFICATION REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and / or ability required.

#### **EDUCATION and/or EXPERIENCE**

Minimum of 3 years' management experience in the Student Housing Industry is preferred. Bachelor's Degree preferred. Working knowledge of Entrata. Experience with Microsoft Excel, Word and Outlook.

#### **LANGUAGE SKILLS:**

Ability to read and interpret documents such as leases, safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively with tenants, owner representatives and employees of organization.