

Position Title	Department	Reports to
Community Manager	Operations	Regional Manager
Employment Status	FLSA Status	Effective Date
Full-Time	Exempt	3/1/2022

POSITION SUMMARY:

The Property Manager position is responsible for the overall management of the community, including the supervision of the entire on-site staff.

ESSENTIAL FUNCTIONS:

GENERATE REVENUE FOR THE COMMUNITY AND HANDLE RESIDENT RELATIONS

- Ensure property is rented to fullest capacity. Occupancy rate should be at a minimum of 95%
- Maintain community appearance and ensure repairs are noted and completed on a timely basis by conducting regular community inspections and tours
- Utilize marketing strategies to secure traffic (i.e., competitive rental rates, promotions, locators, etc.)
- Confirm that the leasing staff techniques are effective in obtaining closure – address issues as needed and train desired behaviors
- Ensure deposits, rental payments and late check charges are collected on a timely basis.
- Handle resident complaints, concerns and requests on a timely basis, ensuring resident satisfaction.
- Develop and/or implement resident retention programs (i.e., resident functions, special promotions, monthly newsletters, etc.) to ensure retention rate of at least 75%
- Consistently enforce policies of the community

COMMUNITY MARKETING/LEASING

- Use and become proficient with Lease software
- Greet prospects in professional and friendly manner and qualify by covering all criteria
- Tour community and target apartment/model. Highlight amenities (i.e., pool, clubhouse, etc.) and close the sale. Achieve 50% closing rate
- Process applications for approvals (i.e., credit check, rental history, etc.) and generate leases.
- Follow up with applicants regarding status in a timely manner
- Follow up on prospects unable to close (i.e., phone calls, thank you notes, etc.)
- Secure new residents’ signature(s) on appropriate paperwork prior to move-in
- Orient new residents to community (i.e., keys, community rules, regulations and procedures, mailboxes, and amenities, etc.)
- Monitor apartments up for renewal, send notices and secure renewal
- Lead social media efforts with minimum 3 times/week postings

FINANCIAL MANAGEMENT AND GENERAL ADMINISTRATION

- Maintain accurate records of all community transactions (i.e., rent rolls, delinquency reports, move-in/move-outs, etc.)
- Collect and post rent. Follow guidelines regarding delinquencies: 5-day, 14-day, small balance notifications
- Maintain accurate and up-to-date property accounting and collection records.
- Encourage residents to sign up for the residential portal with an 80% sign up rate
- Plan for and utilize community resources, equipment and supplies economically (i.e., obtain bids/pricing from vendors, suppliers and contractors, deal with inadequate service, etc.)
- Ensure accurate completion of administrative paperwork and submit on a timely basis
- Prepare and/or implement procedures and systems within company guidelines to ensure orderly, efficient workflow

- Continually monitor and analyze traffic log-ons, conversion ratios, budget guidelines, renewal information, and marketing data, to be able to give up-to-date and proper information when requested by others
- Ensure distribution of all company or community-issued notices (i.e., bad weather, emergency, etc.)
- Ensure proper response and handling of all community emergencies with staff, residents, buildings, etc. within company guidelines to minimize liabilities (i.e., criminal activity, employee/resident injuries, fires, floods, freezes, etc.)

PERSONNEL MANAGEMENT

- Screen, hire, orient and train new personnel using consistent, effective techniques and company directives.
- Ensure effectiveness of staff through ongoing training, coaching, counseling and guidance
- Complete weekly/daily office staff schedules and assignments. Schedule maintenance staff and oversee assignments, with input from Maintenance Supervisor
- Monitor progress of work assignments
- Effectively handle performance problems immediately as they occur, but no later than 24 hours after incident, using adequate documentation and communicate the situation to the Director of Operations. Terminate appropriately when necessary
- Promote a positive, team-oriented environment through support, effective leadership, and positive reinforcement
- Process all administrative functions pertaining to personnel by the due date (i.e., performance evaluations, salary reviews, time sheets, change of status forms, etc.)
- Maintain staff compliance and consistency with company policies and procedures, industry regulations, and safety practices, etc.

EDUCATION & EXPERIENCE:

- High school diploma/GED required; college degree preferred
- Prior management/supervisory experience required
- Previous experience working at a property helpful

ADDITIONAL REQUIREMENTS:

- To successfully fulfill the duties in this position, regular attendance is required.
- Ability to communicate effectively, verbally and in writing
- Use of good judgement in making decisions
- Computer skills required
- Must be able to work a flexible work schedule
- Weekend availability

DESCRIBE OFFICE/WORK ENVIRONMENT:

Work is performed in office/apartment setting with adequate workspace, lighting, ventilation, and comfortable temperatures.

PHYSICAL DEMANDS:

- Walking, standing, sitting
- Frequent talking on the phone and in person
- May occasionally be required to lift packages and/or office supplies, up to 50 pounds.

RANE Property Management, LLC is an Equal Opportunity Employer and complies with ADA regulations as applicable.

RECEIVED BY /PRINT EMPLOYEE NAME

EMPLOYEE SIGNATURE

DATE