

Ashley Management Corporation

POSITION DESCRIPTION

Position: Community Manager	
Department: Property Management	Reports to: Property Manager
Classification: Exempt	Date: June 2015

PURPOSE: Oversee property operations with emphasis on optimizing occupancy through effective leasing and servicing residents of the property by performing the following duties:

Duties & Responsibilities: Essential Duties and Functions are numbered in the list below. Non-Essential Duties may also be listed if appropriate for the position description:	
1.	Interviews, hires, trains, motivates, assigns and evaluates work, conducts performance appraisals, and recommends disciplinary action when necessary. Direct staffs of various numbers that may also fluctuate according to season or demands of the property.
2.	Assures appropriate emergency response measures are in place, including direct participation and review of any emergency matters that may arise.
3.	Sell property's products and services to prospects. Convert phone calls to tours, property tours to leases and internet leads to tours and/or leases – close the sale.
4.	Prepare lease-related paperwork and ensure it is complete according to property policies and procedures. Explain lease documents to residents, when necessary. Responsible for proper maintenance of all resident and property files. Maintain thorough knowledge of lease terms, specifications and all community policies. Train, direct and supervise associates in leasing paperwork and techniques.
5.	Qualify, screen and accept applicants by following established policy and procedures.
6.	Collect past due rent or pursue remedies, such as evictions.
7.	Actively participate in the annual budgeting process by gathering information, proposing budgets and adhering to budgeting guidelines.
8.	Complete daily, weekly and monthly financial and leasing reports timely and accurately.
9.	Daily inspect grounds, models and leasing office as directed for eye appeal and marketability. Continuous vigilance of property in consideration of issues affecting curb appeal and safety.
10.	Maintain customer service standards by responding to resident requests, resolving problems and complaints and following through to ensure issues are resolved in a timely and efficient manner. Monitor service requests. Maintain professional, customer oriented communication (verbal and written) for all contacts with new and existing residents, property personnel and service providers.
11.	Develop and implement sales and marketing strategies while working with property management staff by increasing property traffic levels, maintaining closing ratios and working to achieve and exceed budgeted occupancy percentages. Shop competition and have knowledge of the property's demographic area.
12.	Work closely with maintenance staff to ensure apartments are ready for move-in and are maintained in a satisfactory manner.
13.	Review invoices for accuracy, and prepare for approval, including allocating expenses to appropriate accounts.
14.	Continuously evaluate processes, procedures, suppliers, etc in consideration of more efficiency and reduced cost of property's operations.
15.	Maintain hazard communications program and teach and promote safe work practices.
16.	Coordinate administrative activities including office supplies, scheduling staffing needs, and reviewing/submitted payroll records timely. Prepare bank deposits as required.
	Attend and participate in sales, customer service, and other training programs to maintain personal skill level.
	Motivate, coach, counsel & mentor - establish and maintain collaborative working relationships between departments, with coworkers, and particularly with other members of a project team. Prepare for team meetings, in advance, and act as chairperson for the meeting.
	Coordinate resident retention activities/objectives including community newsletters, personal contacts, annual picnic, etc.
	Other duties as necessary or assigned.

<p>Supervision Provided: Immediate oversight over several employees, performing the same or directly related work most of the time as those led. Responsibility for costs, methods and personnel. Evaluates the performance of lower level positions. Duties include, but are not limited to:</p> <ul style="list-style-type: none"> • Attention to detail while managing multiple competing tasks / demands within deadlines required. • Manage property management staff by documenting counseling sessions.

- Adhere to the company’s human resource policies and procedures.
- Recruit and hire quality staff and recommend promotions and terminations when necessary.
- Communicate and delegate duties to staff members.

QUALIFICATIONS To perform this position 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 & Experience (minimum required to enter the position): A minimum of a high school education is required. Minimum of one year of residential leasing and/or management experience in property management or comparable experience.

Required Skills or Knowledge: This position requires the ability to communicate effectively and present a positive, professional image. In addition the position requires the following:

- Excellent management and communication skills
- Excellent phone and personal sales skills.
- Strong administrative and organizational skills
- Strong time management skills
- Professional image
- Strong customer service orientation
- Knowledge of on-site maintenance requirements, including dealing with vendors and contractors
- Ability to close a sale
- Ability and access to drive a car
- Notary public appointment a plus

Technical Competencies:

Valid Driver’s License, current automobile insurance and acceptable driving record.
 Real estate sales license required, but may be obtained within 1 year of employment.
 Proficiency in word processing and spreadsheets. (Word and Excel preferred)
 Other licenses and certifications as required by federal, state and local law.

Language Skills: Ability to read and interpret documents in English such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to accurately perform basic to intermediate mathematical functions.

Reasoning Ability: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Physical Demands and Environmental Conditions:

Ability to physically inspect the property in its entirety.
 Ability to oversee any and all maintenance functions.
 Ability to assist with emergency measures, as required.
 Ability to withstand all weather conditions, including temperatures in excess of 90 degrees or below 10 degrees.

Equipment Used: This position may require the use of the employee’s personal vehicle around the property and on short errands. Ability to drive own personal vehicle without jeopardizing the safety of prospects, residents and fellow associates. May be required to wear company specified uniform and any necessary personal protective equipment (PPE.) If a uniform is not issued, the property may require a higher dress standard for its sales professionals. Requires the use of general office equipment including but not limited to; computers, copy machines, telephones, cellular phones and safety equipment.

Approval and Agreement of Position Understanding:

Manager’s Signature: _____ Date: _____

Employee’s Signature: _____ Date: _____