

Pinnacle Property Management
Property Manager Job description
Job Status Exempt

The Property Manager is responsible for all facets of the operation of rental property assigned to them. This would include being responsible for providing leadership and direction to any staff assigned to the properties under their direction. Support corporate mission and understand roles in achieving established goals. The Property Manager advocates on behalf of staff to enhance individual performance, as well as provide excellent customer service to residents. The Property Manager is fully accountable for all day-to-day property operations, overseeing and enhancing the value of the property. Reports to the Director of Property Management.

Job Responsibilities Summary:

Financial

Demonstrate ability to understand financial goals, operate asset in owners' best interest in accordance with established and recognized best practices, policies, and procedures.

Maintain accurate records of all development transactions and submit on timely basis all reports required by the Investors, Owners, State and Federal regulatory agencies.

Prepare annual budgets and income projections in a timely and accurate manner.

Ensure that all rents, late fees, and damage charges are collected, posted, and deposited in a timely manner. Monitor and collect delinquent rents.

Provide constant vendor and contractor communications concerning scheduling, billing, vendor relations, and certificates of insurance.

Approve and submit A/P invoices for the properties supervised to the accounting office for payment.

Leasing

Rent property to its fullest capacity.

Show vacant apartments and accompany Inspectors from regulatory agencies. Monitor vacant unit make ready efforts. Conduct move-in and move-out inspections and document results.

Prepare all required move-in paperwork, complete data entry.

Assist in the development and monitoring of traffic logs, renewal information including income certifications. Able to give up-to-date and proper information when requested by others. Provide updates to the company web site.

Represent the company in a professional manner at all the times.

Administrative

Implement procedures and systems within established company guidelines to ensure orderly, efficient workflow.

Confirm that all leases, renewals, and corresponding paperwork are completed and input to software system accurately and on a timely basis.

Properly maintain current and move out resident files.

Ensure all administrative paperwork and reports are accurate, complete, and submitted on a timely basis.

Lead emergency teams when necessary. Ensure proper response and handling of all emergencies with staff, residents, city or town officials, etc. Work within company and insurance guidelines to minimize liabilities and mitigate loss (i.e., criminal activity, employee or resident injuries, fires, floods, freezes, natural disasters, etc.).

Resident Retention

Respond to and deal with resident concerns and requests on timely basis to promote resident satisfaction. Meet with residents when required.

Develop and/or implement resident retention programs (i.e., resident functions, special promotions, monthly newsletters, etc.). Ensure distribution of all company or community-issued notices (i.e., bad weather, emergency, etc.). Consistently implement policies of the community.

Personnel Management

Ensure efficiency of staff through ongoing oversight, training, instruction, counselling, and leadership.

Plan weekly/daily office staff and maintenance schedules and assignments.

Perform and administer corrective action plans consistently, and on a timely basis regarding performance issues. Document appropriately, communicate with supervisor and Human Resources Director.

Provide support to staff to encourage teamwork and lead as an example in creating a harmonious environment.

Handle all administrative processes involving personnel on a timely basis (i.e., performance evaluations, time sheets, time out requests.) Administer company policies.

Maintenance of Assigned Properties

Ensure repairs are completed and maintain community appearance. This requires regular weekly development inspections and tours of assigned properties.

Ensure all service requests are recorded and communicate to maintenance. Ensure proper record keeping.

Ensure that all supply inventories are maintained and sufficient for required routine maintenance. Assist in ordering supplies.

Specific Job Duties and Responsibilities.

Oversees supervises and trains all property personnel at the assigned properties.

Evaluates employee performance, including the completion of annual performance reviews. Counsels underperforming employees and provides critical feedback to improve performance.

Engenders a positive, welcoming, supportive, environment for residents, visitors, and property staff.

Maintains occupancy and vacancy information as required by investors, syndicators, and monitoring agencies.

Pursues financial solvency through cost reduction and implementing systems to achieve minimum rent delinquency.

Attracts tenants by advertising vacancies and obtaining referrals. Explores other marketing strategies utilized by the industry.

Cooperates and assists with all required file reviews, and site inspections including follow up corrective action, and reporting requirements.

Completes the preparation of the annual operating budget, and works with the Director of Property Management to maintain budgetary guidelines.

Executes marketing and advertising campaigns for apartment leasing and coordinates leasing events such as open houses and resident promotional activities.

Assists with the development and implementation of resident services programming.

Oversees properties on call service, ensuring superlative customer service. Completes random maintenance request follow up calls with Residents. Maintains accurate Resident and Vendor contact information.

Notifies residents of all issues affecting their tenancy.

Enforces occupancy policies and procedures by confronting violators, preparing, and serving lease violation notices.

Initiates legal services with our attorney for evictions and attends scheduled court hearings as Landlord's representative.

Oversees security deposit administration including inspecting units to determine resident's balance or refund, preparing disposition letters, and processing security deposit returns.

Maintains building security measures, ensuring proper incident documentation and notification to management, owners, police, and insurance carriers.

Maintains familiarity with all procedures and requirements of accounts payable and accounts receivable.

Provide leasing information and documentation screens, reviews, and approves all applications.

Conduct lease orientations and signings, and submits relevant documentation.

Maintains properties filing system including tenant, applicant, accounting, and, certificate of insurance files. Maintain records relating to resident grievances, reasonable accommodations, VAWA and other required federal programs.

Develops and utilizes sound rent collection procedures, including following up with delinquent accounts.

Delivers rent deposits to bank and submits all related documentation.

Monitors landlord-tenant relations and mediates disputes when necessary.

Collaborates with Resident Services Coordinator to provide residents referrals to appropriate agencies.

Utilizes maintenance software program to catalog and track work orders, and regularly review maintenance service progress, and maintains completed service reports.

Conducts and directs staff associates in annual unit inspections.

Maintains building systems by contracting for maintenance services and supervising repairs. Develop and maintain pre-maintenance schedules. Track all required building licenses including elevator, boiler, fire alarm or other building specific components.

Conducts the annual recertification of residents.

Updates job knowledge by participating in educational opportunities, reading professional publications, maintaining personal networks, and participating in professional organizations.

Remains current on and compliant with policies and laws affecting the marketing and leasing and occupancy of the property; including Building Code, Landlord Tenant Act, Fair Housing laws, NFPA and other applicable laws.

Other duties that may be required.

Pinnacle Property Management
Property Manager Qualifications Desired
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Qualifications Desired

Bachelors' degree preferred.

High School Diploma or equivalent.

Degree in a related field preferred.

Certifications in the following preferred: ARM, CPO, FHC, NAPH, SCHM or other recognized industry certifications.

Three or more years of experience in multi-family property management, including direct supervision of others.

Proven marketing and leasing experience.

Experience with Affordable Housing, Low-Income Tax Credit, NOP, Home preferred.

Proficiency in Microsoft Office, including Word, Excel, and Outlook.

Proficiency in One-Site preferred.

Excellent customer service skills.

Ability to perform in a busy, changing, multi-tasking work environment.

Ability to apply common sense to understand and carry out instruction furnished in written, oral or diagram form.

Requires ability to physically inspect property (or properties) and individual units.

Ability to read and interpret documents such as operating procedures and quality control procedures and instructions. Have the ability to speak effectively in one-on-one conversations and before groups.

Requires a valid driver's license, an insured vehicle, and the ability to travel (to and between properties).

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable Accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is performed in a production driven office environment. Noise levels in the environment are usually moderate. Climbing of stairs may be required.

Physical Demands

The physical demands described here are representative of those that an employee must perform in the function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to lift boxes weighing at least 40 lbs., will sit for long periods, and may use repetitive wrist and hand motions involved in sorting and handling documents. The employee is regularly required to reach with hands and arms. Specific vision abilities required by this job include close vision and color vision. Employee will have close visual contact with a computer monitor constantly.

Safety and Health:

Learn and ensure compliance with all company, local, state and federal safety rules. Must follow established safety rules, maintain a neat and clean work area, operate all machinery and equipment in a safe manner, and report any unsafe acts or conditions to the immediate supervisor.