

Pembroke Realty Group: Apartment Division Property Manager Job Description

Overview:

To oversee the daily operations of the leasing and maintenance staff to ensure the community is operating at peak performance. The Property Manager will assist leasing apartments and perform associated administrative duties. To uphold the high-level customer service standards required by management. Property Managers will work at the direction of the Executive Management Team.

Duties and Responsibilities

Conduct all business in accordance with Pembroke Realty Group's policies and procedures, Fair Housing, Americans with Disabilities Act, Fair Credit Reporting Act, and all other Federal and State laws.

Management

Duties include, but are not limited to:

- Perform Routine property inspections to ensure the community is run First Class.
- Promote and manage resident relations, meet with residents, and promptly address concerns.
- Touring the property, models, and amenities with prospects. Driving to off-site models will be required.
- Processing and approving applications, preparing move-in packages, and reviewing lease agreements with prospects at the time of move-in.
- Accepting work order requests from current residents and following up on completed work orders to ensure resident satisfaction.
- Inspect property regularly for lease violations, maintenance repairs, grounds appearance and model upkeep.
- Daily administrative duties shall include processing and approving payables, accepting rental and/or utility payments, maintaining weekly traffic reports and monthly corporate reports, delinquency and collections, completing market surveys, filing and other tasks as assigned.
- To train and supervise leasing/office staff as needed. To ensure that leasing/office staff is aware of the company policies and their responsibilities for their respective positions.
- To address unsatisfactory work or insubordination as necessary by enforcing the handbook and using the written counseling statement procedure provided by the management.
- To hire contractors as needed. When necessary, to obtain bids in the process of hiring outside contractors and make sure that the contractor has the required

insurance prior to performing any service. To give the contractor a detailed description of the work needed and to oversee the performance of these duties. To be familiar with all contracts.

- To communicate openly and professionally with the Maintenance Supervisor and maintenance staff.
- To assist the Executive Management team in the development of annual budgets by submitting recommendations for major improvements and expenditures.
- To directly supervise all support staff, including assigning tasks, reviewing the work when completed and providing direction as necessary.
- To have reliable transportation available at all times.
- To be familiar with company policies regarding office conduct, dress code, etc. and to adhere to them strictly. To review and communicate with all staff the company policies as addressed in the corporate employee handbook. Conduct business in line with Company Core Values and Mission Statement.
- Abides and enforces the Fair Housing Laws, ADA, and VRLTA and all safety regulations.
- Responsible to conduct inspections of vacant apartments after move-outs and prior to move-ins.
- Manage the communities' revenue and expenses per the budget.
- Review and manage the collection of bad debt accounts.
- Oversee evictions and represent property in court and any legal matters.
- To review timesheets for accuracy and address any discrepancies.
- To be available afterhours or on weekends to address and assist during an emergency situation on property.

General

- Work hours: 40 hours per week. Our offices are open seven days a week and will require weekend availability.
- Perform any additional duties as assigned by the Executive Management Team.

Qualifications

The following qualifications are required for the Property Manager position. Any misrepresentation of qualifications at the time of hire may result in termination of employment.

- High School Diploma or equivalent.
- Basic accounting, record-keeping, and the ability to multitask.

- Ability to work independently and with others.
- Ability to solve problems and to communicate effectively with residents, co-workers, and management.
- Professional appearance and manner.
- Possess positive outlook and personal integrity.
- Loyalty to employer.
- Excellent leasing and closing skills.
- Basic computer skills and good organizational skills.
- Ability to walk property, climb stairs, bend, kneel, squat, stretch and lift up-to fifteen (15) pounds.
- Must be detail oriented and have good time management skills
- Enthusiastic, pleasant demeanor
- Knowledge of VRLTA and Fair Housing Laws
- Minimum of three years working in the multi-family housing industry.
- Ability to work weekends and evenings as needed
- Previous supervisory experience required
- Knowledge of management software is encouraged
- A criminal background check and pre-employment drug screening will be conducted as conditions of employment.

Driving/Traveling Requirements

- Employee will need to utilize personal transportation to inspect apartment community, travel between communities or make trips back and forth to corporate office.
- Must have valid driver's license and automobile insurance with reliable transportation available at all times.

Education

- Employees will be required to take various industry related classes, courses, and seminars from time to time in accordance with our Continuing Education Policy.
- Fair Housing Certification through the Department of Professional and Occupational Regulations is required to be current.
- Completion of the ARM Certification through IREM is required within one year.