

Pembroke Realty Group: Apartment Division Assistant Property Manager Job Description

Overview:

The Assistant Property Manager (APM) reports directly to the Property Manager functioning as their delegate in the operation of the apartment communities. The focus of the job is to support the Property Manager in all aspects of leasing, marketing and management and is the liaison between tenants and upper management. The (APM) provides operational leadership and direction with a focus on establishing a positive work environment to encourage staff development.

Duties and Responsibilities

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

Management

- Provide support in all aspects of management and leasing of the communities under the direction of the Property Manager.
- Assume management duties in the absence of the Property Manager.

Leasing

- Maintain a professional, yet friendly, atmosphere in the leasing offices and other areas where prospective residents and current residents meet.
- Inspect models and “market ready” vacancies daily to insure cleanliness.
- Answer incoming phone calls or emails handling each accordingly.
- Accept work order requests from current residents and follow up on completion of work orders to ensure resident satisfaction.
- Tour property, models, and amenities with prospect, professionally present the community and specific apartments while communicating features and benefits. Driving to off-site models may be required.
- Maintain awareness of local market conditions and trends. Contribute ideas to management for marketing community and for improving resident satisfaction.
- Exhibit good time management skills.

Administrative

- Correctly and efficiently process all lease applications in a timely manner, assist with application verification and notify prospective residents of results. Prepare

move-in packages and review lease agreements with prospect at time of move-in. Prepare miscellaneous resident communication as needed.

- Complete all lease paperwork including related addenda and accept rental and/or utility payments and deposits.
- Processing of payables.
- Physically inspect community when on grounds, report any service needs to maintenance staff.
- Responsible for scheduling approved contractors for apartment turns and work needed at assigned community as directed by the Property Manager.
- Inspect property regularly for lease violations.
- Inventory office supplies on periodic basis and report needs to the Property Manager.
- Assist with the maintaining of weekly traffic reports, monthly corporate reports, resident communication, move-out inventory, market surveys, etc.
- Assist the Property Manager in quality assurance of all paperwork for accuracy.

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 Property Manager.

Qualifications

The following qualifications are required for the Assistant 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.

- 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.