



Subject: Job Descriptions  
Policy No: JD-2

## POLICIES AND PROCEDURES

**POSITION OF ASSISTANT MANAGER** Revision & Effective Date: 11/03

### REPORTS TO: MANAGER

The purpose of this job description is to communicate the responsibilities and duties associated with the position of ASSISTANT MANAGER. While the following information should be considered a comprehensive description of this position, it should also be noted that some responsibilities and duties may not be specifically addressed. Our company emphasizes a TEAM APPROACH and expects every person to perform any reasonable task or request that is consistent with fulfilling company and client objectives. **It is imperative that you review these duties, skills and physical requirements closely and that you understand that by signing the Job Description Acknowledgement, you are verifying that you can perform all the duties, have the skills and possess the physical abilities that are necessary to perform the job as described.**

### JOB SUMMARY

The ASSISTANT MANAGER is to assist the manager in effectively managing the assigned property. In the manager's absence, the ASSISTANT MANAGER will assume all responsibilities associated with accomplishing property objectives as set forth by the property supervisor and the property owner. In addition, the ASSISTANT MANAGER is directly responsible for maintaining daily, weekly, and monthly reports including accurate reporting of rents and deposits of all other monies.

### RELATIONSHIPS

- Reports to Manager.
- In the absence of the Manager, oversees all on-site personnel.
- Maintains relationships with all residents ensuring consistent application of property policies including enforcement of rental collections.
- Maintains relationships with other departments within the company including accounting and corporate.

### WAGE/HOUR STATUS

Non-Exempt (hourly)

### DUTIES AND RESPONSIBILITIES

Supports Manager by setting example of excellence in property management and professional appearance for all on-site staff. Conducts all business in accordance with company policies and procedures, Fair Housing, Americans with Disabilities Act, Fair Credit Reporting Act, and all other laws pertaining to apartments.

#### *Income Collection*

- Collects all rent and other charges from residents.
- Promptly updates (on a daily basis) all rents, deposits, and any other monies received from residents and all other sources. Verifies that all monies received correspond with lease.
- Issues appropriate notice when necessary (e.g., late payments, eviction notices, returned check memos).
- Makes copies of all deposits prior to taking to bank.
- Deposits all monies prior to bank close each day.
- Maintains accurate resident records.
- Does Not Accept Cash Payments.
- Follows Anterra's Policy AR-4, AR-5 and AR-6 for Rental Collections including filing for evictions, attending court, receiving judgments, and performing lock-outs.

### ***Resident Relations***

- Coordinates and attends all Resident functions.
- Maintains positive resident relations attitude.
- Physically inspects property when on grounds, picks up litter and reports any service needs to maintenance staff.
- Inspect move-outs and vacancies when requested by manager.

### ***Leasing/Marketing/Renewals***

- Performs all aspects of Leasing Consultants Job Description (Anterra Policy JD-3), including but not limited to, greeting prospective clients, shows community, and outside marketing, as needed.
- Must be knowledgeable of all phases of leasing and resident retention.
- Coordinates all lease renewals in accordance with Anterra's Lease Renewal Policy L-19.
- Answers and handles incoming phone calls from prospective new residents, current residents, vendor/suppliers, etc.
- Contacts each Notice-to Vacate and attempts to convert them to a renewal.
- Maintains awareness of local market conditions and trends. Contributes ideas to manager for marketing community and improving resident satisfaction.

### ***Administrative***

- Updates on a daily basis the on-site accounting system for all property activity, including but not limited to leases, notices, move-ins, move-outs, traffic, and demographics.
- Monitors the Aged Delinquency Report and Bad Debt write-offs according to policy and procedures, within required timeframe.
  - Analyzes and makes conclusions and recommendations on:
    - Aged Delinquency Report
    - Delinquency/Prepaid Report
    - Lost Rent Report
    - Exceptions Report
- Maintains Bad Debt Collection files and monitors files submitted to the credit collection companies.
- Organizes and files all applicable reports, leases and paperwork.
- In the absence of the Manager, coordinates vendors to insure timely make-readies for move-ins.
- Proofreads all lease paperwork and processes move-ins and move-outs.
- Processes all security deposit move-out reports.
- Accepts service requests from residents and routes to maintenance for prompt processing. Conducts service follow-up with resident when work is completed.
- Obtains utility account numbers and verifies that utilities are transferred to the resident's name prior to move-in.
- If necessary, completes Incident Reports and obtains resident's statements when accidents or losses occur on-site.
- Prepares affordable housing compliance reports on a weekly basis.

### ***General***

- Performs any additional duties assigned by manager or property supervisor.
- Always maintains professional appearance by wearing uniforms and complying with Anterra's Appearance Policy PE-6.

## **QUALIFICATIONS**

Position generally requires one-year experience in property management. Must have basic computer knowledge and type 30 wpm.

**Computer Skills:** On-Site Rental System (AMSI), Word Processing, (MS Word), Spreadsheet (MS Excel), Email (MS Office)

**Office Equipment:** Computer, Calculator, Typewriter, Copy Machine, Fax Machine, Telephone

**Work Hours:** Minimum 40 hours per week with flexible work week which will include the first weekend of the month.

## **EDUCATION/TRAINING**

- High School diploma or equivalent preferred.

## **PHYSICAL REQUIREMENTS**

- Stand and walk or sit alternatively depending on specific needs of the day. Estimate 50% of time is spent on feet and 50% sitting at desk.
- Have occasional need (1% to 33% of the time) to perform the following physical activities:

Bend/Stoop/Squat	Pick up litter, filing
Climb Stairs	Inspect and show property
Push or Pull	Inspect and show property, open and close doors
Reach Above Shoulder	Inspect property, store/retrieve supplies
- Have frequent need (33% to 66% of the time) to perform standing and walking activities related to inspecting and presenting property.
- Constant need (66% to 100% of the time) to perform the following physical activities:

Writing/Typing	Corporate, inter-office, resident communications
Grasping/Turning	Telephone, doorknob use
Finger Dexterity	Operation of office equipment
- Lifting/Carrying (paperwork, deliveries, files, miscellaneous):

Over 25 lbs.	Rare need (less than 1% of the time)
20 lbs. – 25 lbs.	Occasional need (1% to 33% of the time)
Less than 20 lbs.	Frequent need (33% to 66% of the time)
Under 10 lbs.	Constant need (66% to 100% of the time)

## **VISION REQUIREMENTS**

- Constant need (66% to 100% of the time) to complete forms, read and review reports, wide variety of correspondence, view computer screen. Frequent need to see small detail and view computer screens.
- Frequent need (33% to 66% of the time) to see things clearly beyond arm's reach (inspecting property, neighborhood surveys).

## **HEARING REQUIREMENTS**

- Constant need (66% to 100% of the time) to communicate over telephone and in person with vendors, corporate office staff, and residents.

## **SPEAKING REQUIREMENTS**

- Constant need (66% to 100% of the time) to communicate over telephone and in person.

## **MENTAL/EMOTIONAL REQUIREMENTS**

- Must be able to work in a fast-paced and customer service-oriented environment.
- Performs duties under pressure and meets deadlines in a timely manner.
- Works as part of a team, as well as completes assignments independently.
- Takes instructions from supervisors.
- Exercises problem-solving skills.
- Interacts with co-workers, supervisors, guests and the public in a professional and pleasant manner.

## **DRIVING/TRAVELING REQUIREMENTS**

- Frequent need (33% to 66% of the time) to utilize personal transportation to inspect apartment property and surrounding neighborhood, make trips to the bank and also visit the corporate office.
- Must have valid driver's license and automobile insurance.

## **WORKING ENVIRONMENT**

- Indoors (66% to 100% of the time); frequently outdoors, all conditions (33% to 66% of the time).
- Occasional exposure to caustics, solvents, oils, fumes, flammables, pesticides, etc. (less than 10%).

## **REASONING DEVELOPMENT**

- HIGH. Must be able to apply principles of logical thinking to define problems, collect pertinent data, establish facts, and draw valid conclusions and initiate appropriate course of action. Must effectively convey ideas, images and goals to a diverse group of personalities.

**SAFETY RESPONSIBILITIES**

- Must learn and comply with all company safety rules.
- Must use appropriate safety equipment at all times.
- Must immediately report all unsafe conditions to supervisors.
- Must be familiar with all safety features of equipment, machinery, or materials encompassed by job duties; and must check with supervisor if there is a question as to the safe procedure to be used for any job function.

**SKILL TESTING**

Assistant Manager must complete the following tests:

- Spelling (no more than five wrong)
- Math (no more than four wrong)

**ADDITIONAL REQUIREMENTS**

- Employees must fulfill the performance standards of this position and comply with policies, rules and procedures of the company, including those set out in the Employee Handbook, or otherwise communicated (verbally or in writing) to employees.
- This job description is intended to describe the general nature and work responsibilities of the position. This job description and the duties of this position are subject to change, modification and addition as deemed necessary by the company. Employees are required to comply with supervisory instructions and perform other job duties, responsibilities and assignments requested by supervisors, managers or other company officials.
- This job description does not constitute an employment contract between the company and any employee.
- The job responsibilities of this position may include cross training in other functions or positions to ensure satisfactory operation of the department or work area.

**EMPLOYEE ACKNOWLEDGEMENT**

I acknowledge that I have received a copy of the Assistant Manager job description and understand that it is my responsibility to read and understand it. I understand that this job description may be used as a tool to evaluate the performance of my duties. If I have any questions about this job description or my job duties, I understand that I should ask my supervisor or department manager.

<b>Employee Signature:</b>	<b>Date</b>
<b>Printed Name:</b>	
<b>Regional Manager:</b>	<b>Date:</b>