



Subject: Job Descriptions
Policy No: JD-1

POLICIES AND PROCEDURES

POSITION OF MANAGER/SENIOR MANAGER Revision & Effective Date: 6/03

REPORTS TO: REGIONAL MANAGER

The purpose of this job description is to communicate the responsibilities and duties associated with the position of 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 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 MANAGER is responsible for effectively managing and coordinating persons, activities and available resources in order to accomplish property objectives as set forth by the property supervisor and property owner including but not limited to maximizing the property's net operating income while treating all employees, residents and vendors in a fair and honest manner. ***The MANAGER is fully accountable for all property operations.***

RELATIONSHIPS

- Reports to Regional Manager.
- Oversees all on-site personnel. Directly supervises office personnel and the Lead Maintenance.
- Maintains relationships with all residents ensuring consistent application of property policies.
- Maintains relationships with other departments within the company including accounting and corporate.
- Maintains relationships with clients, the community and the profession.
- Maintains relationships with suppliers, vendors and professionals servicing the company or property.
- Actively participate on a committee with the local apartment association.

WAGE/HOUR STATUS

Exempt (ineligible for overtime)

DUTIES AND RESPONSIBILITIES

Conduct 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.

Personnel

- Hires, trains, motivates, supervises, and terminates all on-site staff in order to achieve operational goals of assigned property. This includes new employee indoctrination, annual performance reviews, timeliness of new hire paperwork, review and approval of timesheets, instructing and advising on-site staff of employee procedures and guidelines.
- Conducts on-going training with office staff; e.g., Policy and Procedure Manuals, Training Modules, Safety and other Anterra Modules and resources, leasing paperwork, workplace safety, and any other type of

training that may be needed on a daily basis. Responsible for maintaining and updating manuals, leasing paperwork, and other reporting.

Maintenance

- Physically walks and inspects property on a daily basis.
- Supervises and regularly inspects the work maintenance supervisor, staff and any contract workers to ensure the proper maintenance of the interior and exterior of the property.
- Makes recommendations for physical repairs, replacements or improvements.
- Verifies condition of vacant apartments upon move-out and updates vacancy status on a daily basis.
- Coordinates with maintenance and make-ready staff to ensure property scheduling and timely recondition of apartments after move-out.
- Monitors maintenance activities, reviews work scheduling, budgeting, work performance and resident satisfaction.
- Inspects building lights *after* business hours with the lead maintenance at least once a month to assure working condition and adequacy of lighting. Recommends additional lighting (buildings, breezeways, laundry areas, amenities, parking areas, etc.) as necessary to provide a reasonably safe environment. Assures that night drive appeal presents a positive first impression.
- Establishes rotating schedule of personnel for emergency maintenance.
- Makes recommendations for supplies, materials and equipment.
- Evaluates maintenance operations periodically to determine cost efficiency.
- Maintains Replacement Log and Property Inventory List. (See Policy _____)

Financial

- Prepare the annual budget with the assistance of the Regional Manager.
- Operate the property within the established budget guidelines throughout the year. The manager is responsible for obtaining supervisory approval prior to purchasing or incurring expenses on line-item variances that create monthly account variances over \$100.
- Ensures that all rents are collected when due, and posted in a timely manner. Makes sure that all bank deposits are made immediately and deposits are keyed to the on-site accounting system on a daily basis.
- Oversees collection of delinquent balances through prompt implementation of company policy regarding utility cut-offs, lockouts, and/or landlord liens (as specified for property) including proper communication and documentation of resident files and reporting action to corporate office. Ensures that evictions are filed promptly and in accordance with state and local laws and lease agreements.
- Ensures that utilities are transferred to resident name immediately upon move-in.
- Completes Monthly Status/Owner's Reports including explaining monthly and year-to-date budget variances. Develops a plan of action to meet budget expectations.
- Provides constant vendor/contractor communications concerning work scheduling, billings, vendor relations and certificates of insurance.
- Manager is responsible for approving and submitting all invoices to corporate office for payment.
- Prepares purchase orders.

Marketing/Leasing

- Conducts and/or reviews market surveys monthly and provides trend report information. Shops competition quarterly and is aware of neighborhood market conditions and emerging trends in employment, businesses, area attractions, schools, etc.

- Welcomes and shows property to prospective new residents. Also, handles incoming phone calls from prospective new residents and completes appropriate paperwork. Serves as a leader and role model for leasing associates.
- Maintains awareness of market/industry conditions and trends via trade publications, professional organizations, etc. and submits to Regional Manager.
- Develops and implements written Marketing and Retention Plans.

Resident Relations

- Maintains positive customer service attitude and requires same of staff.
- Makes periodic inspections with residents upon move-in/move-out.
- Reviews all notices to vacate to determine the cause of the move-out and addresses issues as appropriate.
- Initiates and implements policies/procedures to maintain resident communications; e.g., complaints, service requests, etc.
- Conducts Resident functions to foster good resident relations.

Safety

- Reports all liability and property incidents to the corporate office. Ensures that all workers' compensation claims are reported and proper paperwork is completed.
- Completes all pertinent safety checklists with maintenance staff.
- Conducts regularly scheduled safety meetings with lead maintenance. Maintains and communicates HAZCOM standards. Keeps MSDS sheets current and readily accessible. Maintains thorough knowledge of pertinent laws, EPA, and OSHA regulations governing property storage and management of hazardous materials, including solvents, flammables, caustics and refrigerants.

Administrative/Office

- Ensures that lease files are complete and that completion applications and leases are being executed properly.
- Reviews all rental applications; approves/declines according to established rental criteria. Communicates trends and observations and makes recommendations to Regional Manager.
- Responsible for office opening on schedule, condition of office and of model apartments, target shows apartments, amenities, and grounds.
- Attends scheduled management meetings and participates actively.
- Manages lease expirations pro-actively by setting monthly benchmarks and insuring compliance
- Maintains records on all aspects of management activity on a daily, weekly and monthly basis. Submits required reports to corporate office on a weekly, daily and monthly basis.
- Handles any emergency that may arise on-site.
- Communicates all problems and makes recommendations to Regional Manager.

General

- Performs any additional duties or tasks as assigned by the property supervisor.

QUALIFICATIONS

Position generally requires at least 3 years experience in on-site property management; 1 year experience as manager. Must have background in supervision and successful track record of accomplishments.

Computer Skills: Word Processing, On-Site Rental System, Excel, Email

Office Equipment: Computer, Calculator, Typewriter, Copy Machine, Fax Machine, Telephone, and Key Machine.

Work Hours: Minimum of 40 hours per week. Must be available evenings, nights and weekends for staffing needs and emergencies.

EDUCATION/TRAINING

- High School diploma or equivalent required
- Certified Apartment Manager (CAM) preferred

PHYSICAL REQUIREMENTS

- Stand and walk or sit alternatively depending on specific needs of the day. Estimate 60% of time is spent on feet and 40% sitting at desk.
- Have occasional need (33% to 66% 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 time) to perform the following physical activities:

Writing/Typing	Corporate, resident communications
Grasping/Turning	Telephone, doorknob use
- 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 and a wide variety of correspondence, view computer screen. Frequent need to see small detail.
- Frequent need (33% to 66% of the time) to see things clearly beyond arm's reach (inspecting property, neighborhood surveys).
- Must be able to determine colors properly because of decorating, design, paint colors, etc.

HEARING REQUIREMENTS

- Constant need (66% to 100% of the time) to communicate over telephone and in person with property owners, corporate and resident management, vendors 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 meet deadlines in a timely manner.
- Works as part of a team, as well as complete 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 REQUIREMENTS

- Frequent need (20% to 25% 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

- Learns and complies with all company safety rules.
- Uses appropriate safety equipment at all times.
- Immediately reports all unsafe conditions to supervisors.
- Must be familiar with all safety features or equipment, machinery, or materials encompassed by job duties.
- Must check with supervisor if there is a question as to the safe procedure to be used for any job function.

SKILL TESTING

Manager must complete the following tests:

- Spelling (no more than 5 wrong)
- Math (no more than 3 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 manager’s 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.

Employee Signature:	Date
Printed Name:	
Regional Manager:	Date: