



Property Manager Position Description

Reports to: Regional Property Manager

Supervises: Directly or indirectly supervises all staff members on the assigned property

Compensation: Exempt / salaried. Position not eligible for overtime. Incentive compensation plan based on individual property performance.

Gillespie Group requires a background and drug screen as a condition of employment. A valid driving license and current automobile insurance is required. Position requires individuals to furnish their own vehicle to fulfill all of the job's functions.

Qualifications:

1. **Education:** A college degree is suggested but not required. The position does require the ability to read and write English fluently, and the ability to perform advanced business mathematical functions.
2. **Experience:** Previous management experience in property management or related field is required, generally 2-5 years. Experience level may vary due to the special needs of the property.
3. **Skills:** The position requires the ability to deal well with people and get them to feel comfortable quickly.

In addition, the position requires the following:

- Professional image
- Excellent management and communication skills
- Superior understanding of sales and marketing concepts
- Strong customer service orientation
- Good organizational and time management skills
- Strong administrative ability
- Excellent business mathematical skills
- Knowledge of on-site maintenance requirements including dealing with vendors and contractors
- Ability to close a sale

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4. Licenses: A valid driver's license and current automobile insurance is required. Real Estate Sales or Associate Brokers License (as required by the State).
5. Training: Prior training in budget preparations and analyzing reports, sales and marketing, and human resource management if preferred. Completion of in-house training in use of MRI is required within the first 90 days of employment
6. Attendance: Position requires the ability to work any of the seven days of the week, 52 weeks of the year. Due to the property staffing limitations, it is extremely critical that the individuals be able to work their scheduled hours plus any other hours necessary to complete the job. Position requires the ability to serve on-call, as scheduled or as necessary.
7. Equipment:
 - a. Position requires individuals to furnish their own vehicle or to operate a vehicle provided by the property to transport prospective residents on the property, to make bank deposits, pick up supplies and perform other duties as necessary. Individuals must have the ability to drive without jeopardizing the safety of prospects, residents or fellow employees.
 - b. Position requires individual to wear appropriate property management career apparel.
 - c. Position requires the ability to enter data into a computer and generate printed reports.

The Property Manager is responsible for all phases of the operation of the property. Including, but not limited to: achieving the highest possible net operating income through implementation of effective cost control and revenue improvement programs, the general administration and maintenance of the physical property, the supervision and direction of all personnel and the financial operation of the property within approved budgetary guidelines.

I. FINANCIAL OPERATIONS AND REPORTING

- A. Responsible for the management of the day to day operations of the property to meet cash flow objectives.
 1. Maximize gross potential rent and minimize vacancy. This includes establishing rent concessions, lease parameters and commission schedules to meet the goals of the property owners.
 2. Collect rent, adhering to company guidelines applicable to monthly income requirements including, but not limited to:
 - a. daily bank deposits (as needed)
 - b. Input account receivable (rent checks) into MRI daily.
 - c. rent increases
 - d. Miscellaneous income accounts
 - e. Collection accounts and bad debt write-offs

3. Actively pursue delinquent accounts and proceed with eviction proceedings as appropriate and according to company guidelines. It is imperative that the Manager be versed and comply with local laws and mandates regarding such actions.
4. Accurately maintain necessary records of all financial transactions of the property, using the MRI computerized system and manual systems. Responsible for the validation of all input including prospect, traffic, applications, leases, move-outs, deposits, accounts payable and closing reports. Ensure that the bookkeeping records remain updated and accurate at all times, including:
 - a) production and submission of required accounting items and reports
 - b) adherence to updated data
 - c) use of correct account codes and numbers
5. Oversee the accounting system “closing” each month, producing, analyzing and submitting the applicable month end reports. Accurately prepare and convey all operational and financial data to the Regional Manager in a timely manner with the assistance of the other members of the staff.
6. Prepare the property’s annual budget and business plan according to the guidelines set forth by the Dr. of Operations and the Regional Manager.
7. Comply with any income restricted or affordable income program that exists or may exist at the property. This will require reading any applicable regulatory agreements and ongoing compliance with regards to the reporting process.
8. Responsible for any and all expenses incurred by the property. Monitor costs and schedule work within the established budget guidelines, notifying the Regional Manager of possible variations or budgetary recommendations. This will require:
 - a) Reviewing invoices for accuracy, resolving any discrepancies or errors.
 - b) Appropriately coding accounts payable items as outlined by the accounting department.
 - c) Explore cost reduction opportunities as appropriate, and implement as approved. Analysis should include both long and short-term benefits. Any modification with an expenditure required or policy alteration requires approval from the Regional Manager.
 - d) Approve all budgeted property expenditures. For items with a cost exceeding \$500.00, three bids are required. All purchases should be processed by Purchase Order.
 - e) Be responsible for and maintain the site petty cash account. A petty cash reimbursement request should be submitted when the funds are depleted to approximately \$20.00, but no less than once per month.

This account should be used for purchases under \$10.00 or when a check is not appropriate.

9. Process and issue Security Deposit Refund checks to vacating residents within the laws and guidelines that govern your area. Using good judgment, aggressively pursue recovery of turnover costs.

II. MARKETING/LEASING

- A. It is the responsibility of the Property Manager to orchestrate an organized, precise operational program for the property, including site files and records, tenant relations and office management.
 1. Lease or supervise leasing of apartments by showing the models and/or available units and aggressively sell the products and services of the property to which you are assigned. Develop, refine and effectively implement excellent telephone and personal sales skills.
 2. Review and approve all rental applications adhering to the restrictions as set forth in the Rental Criteria Sheet, with the utmost attention given to the Company's nondiscrimination policy.
 3. Train, motivate and supervise on-site employees in all leasing paperwork and techniques
 4. Be creative and innovative with regards to the marketing strategies to increase property traffic levels, maintaining closing ratios and exceeding budgeted occupancy percentages. Review all marketing materials and ads including, but not limited to, brochures, newspaper advertising, social programs, move-in incentive programs and concessions.
 5. Make every effort to work with or participate in local or neighborhood business associations or groups. Work with neighborhood businesses to establish a referral program as appropriate.
 6. It is the responsibility of the Property Manager to keep abreast of any policy or law changes, which may occur in the area. It is the policy of this company to comply with any and all local and federal requirements with regards to the operation and maintenance of a resident housing project.

III. MAINTENANCE

- A. Responsible for the ongoing physical upkeep and repair of the project. Maintain the property to the highest industry standards with regards to cleanliness and curb appeal. Continually inspect the property (weekly and/or daily) to discern areas for concern, both from the liability and aesthetic aspect. Ensure that residents are provided with a clean, safe, well maintained community.

1. Supervise and direct the maintenance staff in both the ongoing and preventative maintenance programs with regards to the buildings, grounds, unit interiors and common areas.
2. Insure that turnover units are prepared within 3-5 days after vacating, at standards at or above those in the area.
3. Train or provide for ongoing training for all maintenance personnel with regards to safety, industry updates and equipment or product services.
4. Supervise all outside vendors and subcontractors, including the acquisition of appropriate insurance or liability documentation. Any bids or contract work must be approved through the Manager, and require purchase order approval.
5. Comply with all legal requirements with regards to safety. This includes compliance with the ongoing safety program, meetings, training, repairs and documentation.
6. Monitor maintenance requests, ensuring that all are addressed on a “on call” basis, within 24 hours. The resident is to be notified if there will be a delay in the repair due to a part replacement, etc.
7. Adhere to all maintenance and purchasing directives as per memorandums or updates including, but not limited to:
 - a. Purchase order procedure
 - b. Stock and inventory control systems
 - c. Maintenance work orders and requests
 - d. Safety and loss prevention
 - f. Expenditure control systems and policies
 - g. Special or one time maintenance items
8. Continually evaluate ways to improve services and facilities from the standpoint of quality, efficiency and economy including utilities, contracts for trash removal, air conditioning, pest control, grounds maintenance, etc.

IV. PERSONNEL

- A. On-site Manager is responsible for the hiring, training and ongoing supervision of the entire project staff. Manager may delegate some level of supervisory duties to department heads as appropriate, but the ultimate responsibility for the employee and his/her work performance is the Manager.
 1. Enforce fair, nondiscriminatory policies and procedures with regards to the training and ongoing employment of the staff members at the property.
 2. Provide proper employee orientation and training in accordance with the company’s policy.
 3. Continually evaluate employee performance and perform written evaluations as outlined in the Employee Handbook. Make appropriate recommendations for salary, promotions, advancements or terminations.

4. Establish appropriate work schedules to best benefit the property and the employee. Approve time off requests and make required schedule modification for adequate coverage.
5. Inform and assist staff members with regards to the benefits package. Direct them to the Accounting Department as appropriate.
6. Post and update required governmental and employment information publications under the direction of the Human Resources/Accounting Department.
7. Maintain detailed updated personnel records and job descriptions. These records should be accurate and detailed and should remain in a secured area at all times.
8. Adhere to all company personnel directives as outlined in the Employee Handbook and other manuals.
9. Develop and keep updated an Emergency Policies and Procedures Manual. This manual should be reviewed no less than quarterly at a staff meeting, with appropriate documentation completed.
10. Conduct weekly staff meetings (entire staff or by department) giving staff members the opportunity to provide input and suggestions. Use this opportunity to set long and short-term goals with the team members.
11. Provide the required accurate payroll information to the Human Resources/Accounting Department according to the schedule and policies as set forth and updated.

FAIR HOUSING ACT (“FHA”) / ANTI-DISCRIMINATORY LAWS & ORDINANCES:

Under the FHA, state laws and many local ordinances, no individual shall be subjected to discrimination because of race, color, gender, religion, sex, handicap, mental or physical ability, age, sexual preference, familial status or national origin in the sale, rental or advertising of dwellings, in the provision of brokerage services, or in the availability of residential real estate-related transactions. Said another way, fair housing is the right of individuals to obtain housing of their choice without discrimination based upon the above mentioned categories. The Gillespie Group expects each of its Associates to fully grasp and understand these anti-discriminatory policies and to adhere to these laws and ordinances in situations that are certain to occur in the ordinary course of business that the Gillespie Group provides to its clients. To that end, the Gillespie Group requires each Associate to periodically complete training courses on fair housing, landlord/tenant law and housing subsidy programs. Such training shall be paid for by the Gillespie Group and the Associate shall be compensated for the time either attending such training in person or via online courses.

THIS JOB DESCRIPTION MAY NOT BE ALL-INCLUSIVE AND EMPLOYEES ARE EXPECTED TO PERFORM ALL OTHER DUTIES AS ASSIGNED AND DIRECTED BY MANAGEMENT. JOB DESCRIPTION AND DUTIES MAY BE MODIFIED WHEN DEEMED APPROPRIATE BY MANAGEMENT.

SIGNATURES:

Employee Name: _____ Date: _____

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Supervisor Name: _____ Date: _____

Job Descriptions are intended to present an illustrative description of the range of duties, the scope of responsibility and the required level of knowledge, skills and abilities necessary to describe the primary functions of the job; they are not intended to reflect all duties performed by those assigned to this classification.

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