



Regional Manager

Reports To: Director of Operations

Supervises: Directly or indirectly supervises site staff members on the assigned properties.

Compensation: Exempt/Salary. Position is not eligible for overtime. May entail working hours as needed to perform the position requirements satisfactorily. Bonuses are at the discretion of the Director of Operations.

Goal: The driving motive to this position is to: **increase the value of the Real Estate assets by maximizing net operating income, strategic forecasting and planning, and leading/training site teams.**

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.

Education, Training and Experience/Qualifications: Responsibilities include but not limited to:

- **Education:**
 - A college degree is suggested but not required.

- **Experience:**
 - Previous management experience in property management is required, generally 3+ years.

- **Skills:** The position requires the ability to lead and manage staff as well as conduct business in a manner that is professional and positive. In addition, the position requires the following:
 - Professional image
 - Excellent leadership and communication skills
 - Good understanding of sales and marketing concepts
 - Very strong customer service orientation
 - Good organizational and time management skills
 - Strong problem-solving skills
 - Experience with budgeting and financial analysis

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- Strong people management and motivational skills
- Should have strong working knowledge of property management computer software program, involving day to day accounting and property management reporting

Financial Operations and Reporting:

- Oversee the operations of the community to achieve the highest possible net operating income through oversight and implementation of effective cost control and revenue improvement programs
- Accurately prepare and convey all operational and financial data to the Director of Operations, Vice President and Director of Finance
- Assist in the preparation and actively oversee the communities' annual budgets inside portfolio

Leadership/Marketing/Leasing

- Lead and coach the on-site teams through feedback, effective communication, and setting expectations on the Gillespie Group way
- Hire and train employees
- Orchestrate, organize and monitor operational programs for all properties within portfolio, including site files and records, resident relations and office management
- Knowledgeable on fair housing policies, local and federal
- Oversee and identify the rental rates and fees for each community
- Provide excellent customer service and professionalism to residents, prospects, and vendors
- Serve on the board for Stadium, Beaumont and Townsend on the Park condo associations (if applicable)

Service/Maintenance:

- Work with the Facilities Manager to oversee all maintenance operations, including preventative maintenance programs, capital expense projects with regards to the buildings, grounds, unit interiors, and common areas
- Work with the Regional Service Supervisor and Facilities Manager to ensure that training for service staff is completed for areas not limited to, customer service, fair housing, winter weather preparedness, OSHA guidelines, fire suppression care and maintenance, and monthly/quarterly/semi-annual inspections and property care
- Maintain compliance with HUD process and procedures as it relates to Fair Housing and REAC inspections

Personnel

- Develop teams through effective recruitment, training, goal setting, motivation, and coaching programs.
 - Provide proper employee orientation and training

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- Adhere to all company personnel directives as outlined in the Associate Handbook and other manuals

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: _____

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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