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| Job Title: | Assistant Community Manager | Job Level: | Property |
| Reports To: | Community Manager | | |
| EEOC: | Professional | Salary Range: | |
| | | FLSA: | Exempt |

Job Summary:

Supports and assists the community manager in overseeing and managing the financial and operational facets of the community by completing accounting and bookkeeping tasks, preparing monthly close-out and financial reports, processing invoices for payment, collecting rent, fees, and other payments, completing bank deposits, dispositions, and account reconciliations, and using the property management system to record, track, and report on all financial workings of the property.

Job Responsibilities:

1. Completes the daily transactions and tasks related to the financial operation of the community by collecting and posting rent, fees, and other payments, preparing daily bank deposits and reconciling bank accounts, preparing financial reports, and processing invoices and payables.
2. Operates the property management system (Yardi/OneSite) and completes transactions by entering all required fields correctly and by completing updates and back-ups to ensure the integrity of the system.
3. Reviews resident files and accounting records to determine unpaid and/or late fees owed, communicates with residents regarding outstanding balances, implements procedures for collecting on delinquencies, and enforces the lease to maximize revenue.
4. Reviews and submits invoices from vendors, contractors, and service providers for payment by reconciling work performed or products purchased, obtaining community manager approval, coding charges to appropriate Chart of Account codes, and managing communication between the vendor/contractor, accounting, and the client/owner as needed.
5. Follows the Company's established procedures related to evictions by following proper notice requirements, evicting residents, and representing the property as required in court hearings and eviction proceedings.
6. Processes resident move-outs by reviewing lease terms and notice requirements, applying appropriate deposit and lease cancellation fees, if applicable, and processing the disposition in accordance with established procedures and legal requirements.
7. Promotes resident satisfaction and retention by responding to complaints, questions, and requests in a timely manner, and taking appropriate action to resolve and address service issues.
8. Acts as the on-site supervisor in the absence of the community manager by organizing and delegating daily work, coordinating maintenance and make-ready tasks with the maintenance supervisor, and managing the operation of the community in compliance with Company policies, procedures, and business practices.
9. Assists in managing the client/owner relationship by meeting with the owners, conducting property tours, providing updates and information about the property's performance, and responding to owner requests as needed.

10. May assist and/or supporting leasing and marketing efforts by greeting prospective residents, gathering information about the prospect via the Guest Card, showing ready apartments and models, closing and obtaining the lease deposit, and assisting the prospective resident in completing the rental application and credit verification.
11. Completes various accounting, financial, administrative, and other reports and performs other duties as assigned or as necessary.

Organizational Responsibilities:

- Follows established policies and procedures by monitoring and ensuring compliance with regulatory requirements, organizational standards, and operational processes related to property operations, and reporting violations or infractions to appropriate individual(s).
- Practices proper safety techniques in accordance with Company, property, and departmental policies, procedures, and standards by immediately reporting any mechanical or electrical equipment malfunctions, employee/visitor/resident injuries or accidents, or other safety issues to appropriate individual(s).
- Identifies areas for improvement and offers suggestions to improve the efficiency, productivity, and profitability of the property.
- Keeps abreast of new trends and changes in the industry and area(s) of responsibility by attending internal and external training classes, apartment association meetings, and other events, and accessing other information sources.

Working Conditions:

- Incumbents work in an office environment, but also may have frequent exposure to outside elements where temperature, weather, odors, and/or landscape may be unpleasant and/or hazardous.

Physical Demands:

- Incumbents must be able to physically access all exterior and interior parts of the property and amenities.
- Incumbents must be able to push, pull, lift, carry, or maneuver weights of up to twenty (20) pounds independently and fifty (50) pounds with assistance.
- Routine local travel may be required to make bank deposits, attend training classes, or other situations necessary for the accomplishment of some or all of the daily responsibilities of this position.

Knowledge, Skills, Abilities:

- Demonstrated ability to read, write, and communicate effectively to comprehend and complete legal documents, sell and explain apartment features, and answer questions about the property's operation.
- Demonstrated proficiency in Internet, word processing, spreadsheet, and database management programs in order to complete required reports and employment documents. Strong proficiency in using property management software (preferably One Site and/or Yardi).

- Demonstrated mathematical skills necessary to add, subtract, multiply, and divide numbers, decimals, and fractions, and calculate percentages in order to complete financial records, budgets, and other fiscal reporting information.
- Demonstrated understanding of property operations and, in particular, of lease terms and lease enforcement, including collections.
- Employment history that demonstrates the application of property management, sales, marketing, and customer service background sufficient to assist in managing the day-to-day operation of an apartment community, resolve customer complaints and issues, complete financial records, documents, and reports, increase sales revenues, and coordinate the work of a team.

Date Created: 08/17/2016

Date Revised:

ACKNOWLEDGEMENT:

I have read and been provided with a copy of the above job description. By my signature below, I acknowledge that I am above to perform all of the job responsibilities with or without reasonable accommodation.

Team Member

Date