



<b>JOB TITLE</b>	<b>BUSINESS MANAGER</b>
<b>COMPENSATION</b>	<b>EXEMPT</b>
<b>REPORTS TO</b>	<b>AREA PROPERTY MANAGER, AREA VICE PRESIDENT, DIVISIONAL VICE PRESIDENT, SENIOR VICE PRESIDENT</b>

#### **GENERAL PURPOSE**

Supervisory position with authority, responsibility, and accountability to plan, implement and monitor operation, profitability, quality service and resident relations. Oversee all aspects of running a multi-unit residential community, including budgets, physical Service, advertising, leasing and pricing. Effectively create a marketing and management program to maintain optimum occupancy levels, income, and value of community. Effectively select, hire, train, motivate, counsel and reward employees.

#### **ESSENTIAL FUNCTIONS**

##### Strong Customer Service Skills

1. Supervise, schedule, and direct daily activities of on-site staff
  - Prioritize, assign, and monitor daily activities, service requests, and market readies/show units.
  - Conduct training, coaching and disciplinary actions as needed.
  - Create an atmosphere of enthusiasm, cooperation, teamwork, customer satisfaction, and professionalism among staff members.
  
2. Manage Fiscal Budgetary Responsibilities and Cash Flow
  - Maximize community income by increasing rental rates and reducing vacancy loss and concessions to achieve budgetary goals.
  - Minimize miscellaneous expense items, while always looking for new ways to add value to the community.
  - Negotiate pricing for supplies and services with vendors and contractors and.
  - Ensure all invoices are processed timely and according to company procedures.
  - Prepare various weekly, monthly, quarterly and/or annual reports.
  
3. Marketing and Communications
  - Monitor all advertising and marketing activities for the community.
  - Analyze marketing sources for cost effectiveness.
  - Oversee all leasing activity.
  - Conduct monthly market comparable surveys and analyze market information.
  - Review all resident rental applications.

4. Direct Community Service and Improvement
  - Conduct regular inspections of community and ensure routine service.
  - Plan, schedule, and supervise Service programs.
5. Oversee Resident Relations
  - Ensure resident service requests are responded to.
  - Coordinate Resident social activities.
  - Regularly communicate with Residents.

#### **NON-ESSENTIAL FUNCTIONS**

1. Assist with office administrative duties.
2. Other duties as assigned by APM/AVP/DVP/SVP.

#### **JOB SPECIFICATIONS**

- Two to four years experience in property management or management experience in related industry preferred.
- Must have excellent verbal and written communication skills and be able to effectively communicate with residents, staff, and other suppliers or vendors to ensure efficient operation of office activities. Proven customer service skills and previous supervisory experience showing leadership ability and motivational and negotiating skills are also required.
- Must have experience working with computers and be proficient in MS Office (Word, Excel, and Outlook). Prior experience working with community management software and web-based programs is preferred.
- Work with multiple deadlines, maintaining efficiency and control over projects assigned within time frames allowed and changing priorities.
- Have a basic knowledge of bookkeeping or accounting theory and procedures. This knowledge may be acquired through courses in accounting in high school or college, or three to six months on-the-job training.
- Have basic knowledge of leasing agreements and terminology. Have basic understanding of landlord/tenant laws and fair housing regulations. This could be learned with three to six months on-the-job training.
- Must be able to work scheduled hours and have flexibility for periodic additional hours, depending on work flow and emergencies

#### **WORKING CONDITIONS**

Typical working environment is in an office setting on a multi-unit residential community, working with a personal computer at a desk and a telephone. Travel for Training is required. May entail local travel to purchase supplies, make deposits, and/or attend events on an as needed basis. May also involve greeting and taking prospective residents to vacant apartments in a multi-level apartment community. May be subject to outdoor weather conditions ranging from rain or snow to excessive heat during the seasonal months.