



JOB TITLE	ASSISTANT MANAGER
COMPENSATION	NON-EXEMPT
REPORTS TO	BUSINESS MANAGER

GENERAL PURPOSE

The Assistant Manager is responsible for many of the same responsibilities as the Business Manager with more emphasis on generating leases, maintaining and increasing occupancy, effectively communicating with residents and establishing a profitable renewal program. Responsible for monthly reports, receiving and posting rent, and assisting the Business Manager with coordination of day-to-day activities of the community. The Assistant Manager should be capable of operating the community in the absence of the Business Manager.

ESSENTIAL FUNCTIONS

Strong Customer Service Skills

1. When Community Manager is unavailable, assume those duties as deemed necessary. Display leadership skills.
2. Administrative and Accounting Procedures
 - Contact residents to collect delinquent rent payments.
 - Input data into MRI System as required.
 - Code invoices and prepare for payment.
 - Collect, post, and deposit rent payments, application fees, security deposits, and etc.
3. Resident Relations
 - Enter service requests and distribute to service staff.
 - Effectively communicate with residents and staff in a courteous manner to ensure resident satisfaction.
 - Provide assistance to residents regarding complaints.
 - Assist in preparation of community newsletters, flyers, and resident letters.
 - Assist in planning of community events.
4. Marketing and Leasing
 - Tour community and show apartments to prospective residents.
 - Qualify, demonstrate, and lease apartments in accordance with Fair Housing Laws.
 - Keep current on market and competition.
 - Advertise and promote community.
 - Coordinate and perform move-in/move-out inspections with residents.

NON-ESSENTIAL FUNCTIONS

1. Other duties as assigned by Business Manager and/or Area Property Manager/Area Vice President/Senior Vice President/Divisional Vice President.

JOB SPECIFICATIONS

- Must possess the ability to read, comprehend, and follow simple to moderately complicated verbal and/or written instructions to perform tasks assigned and to maintain records. Must possess basic arithmetical calculation skills (addition, subtraction, multiplication, division, percentages, etc.) This level of proficiency is normally achieved through completion of a high school education or its equivalent.
- Must be able to effectively communicate with residents, staff, and other suppliers or vendors to ensure efficient operation of office activities.
- 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.
- Possess a basic knowledge of sales and marketing techniques, as well as bookkeeping and accounting theory and procedures. Have familiarity with personal computer accounting software applications. This knowledge may be acquired through sales/marketing/accounting courses in high school or college, or three to six months on-the-job training. Must be able to work with various kinds of people, maintaining a professional, positive tone.
- Possess a basic knowledge of lease agreements and terminology. Have a basic understanding of landlord/tenant laws and fair housing regulations. This could be learned with three to six months on-the-job training.

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 to attend training is required. May entail local travel to pick up supplies and make bank deposits 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.