

PROPERTY MANAGER

DUTIES AND RESPONSIBILITIES:

Conduct all business in accordance with AMP's policies and procedures. Fair Housing, Americans with Disabilities Act, Fair Credit Reporting Act, and all other Federal and State laws.

FINANCIAL

- In conjunction with management, the property manager will assist in formulation of budgets for each upcoming calendar year. The property manager is responsible for staying within the established budget guidelines throughout the year.
- Actively maintain and report monthly variances and narratives.
- Ensures that all rents are collected when due, and posted in a timely manner. Makes sure that all bank deposits are made immediately and deposits are reported to the corporate office on a daily basis.
- Performs evictions, utility cut-offs and landlord liens as required on delinquent rents.
- Constant vendor/contractor communications concerning work scheduling, billings, vendor relations and certificates of insurance. The property manager is responsible for approving and submitting all invoices to corporate office for payment
- Makes rental rate recommendations to Regional Property Manager.

MANAGEMENT

- Hires, trains, motivates and supervises all on-site staff in order to achieve operational goals of assigned community. This includes new employee orientation and training, ongoing formal and informal performance evaluation, review and approval of timesheets, instructing and advising on-site staff of employee procedures and guidelines.
- Provides comprehensive feedback to non-performing employees. Facilitates disciplinary procedures and documentations up to and including terminations of employment if necessary.
- Conducts on-going training with office staff; e.g., leasing paperwork, workplace safety, and any other type of training that may be needed on a daily basis

ADMINISTRATIVE/OFFICE

- Ensures that lease files are complete and that completion of leases is being executed properly in accordance with the TDHCA.
- Ensures that all TDHCA compliance forms have been accurately filled out and loaded on to the CTMS website by deadlines
- Audit files quarterly to be sure of compliance with the TDHCA
- Ensures the property is in good physical condition and can pass the UPCS Inspection with a 90% or higher.
- Keeps current with all changes to TDHCA compliance.

- Approves in writing all leases on the property.
- Responsible for offices opening on schedule, condition of office, and model apartment.
- Attends scheduled corporate management meetings, usually held on a quarterly basis
- Maintains records on all aspects of management activity on a daily, weekly, and monthly basis. Submits required reports to corporate offices on a weekly and monthly basis.

RESIDENT RELATIONS

- Maintain a positive customer service attitude.
- Periodic inspection with residents move-in/move-outs.
- Review all notices to vacate to determine the cause of the move-out.
- Initiate and implement policies/procedures to maintain resident communications; e.g., complaints, service requests, etc.

MAINTENANCE

- Physically walk and inspect community on a regular basis; check on vacant apartments.
- Updates board indicating vacancy status on a daily basis. Coordinates with maintenance and make-ready staff to ensure timely condition of apartments after move-out.
- Work closely with Maintenance Supervisor to monitor and schedule all maintenance activity.

MARKETING/LEASING

- Conduct market surveys monthly and provide trend report information. Shop competition and be aware of neighborhood market conditions.
- Welcome and show community to prospective new residents. Also, handle incoming phone calls from prospective new residents and complete appropriate paperwork.
- Maintains awareness of market/industry conditions and trends via trade publications, professional organizations, etc.

SAFETY

- Reports all liability and community incidents to the corporate office immediately. Ensures that all workers' compensations claims are reported and proper paperwork is completed.
- Property manager will complete any pertinent safety checklists with maintenance staff.