



JOB TITLE: Assistant Property Manager
Location: Assigned Location
Department: Assigned Department
Reports To: Property Manager
FSLA Status: Non-Exempt
Salary Range: \$23.00 – \$26.00 per hour

GENERAL SUMMARY:

To provide and create outstanding residential communities that enrich the lives of our residents and staff, while delivering our services cost-effectively and efficiently. Provide administrative and clerical support to the Property Manager/Residential Manager/Director. Assists the manager with overall operation of the property and day to day implementation of policies, procedures and programs that ensure a well-Managed and maintained building. Maintains acceptable occupancy level and develops a supportive environment for all residents. Assists manager in the oversight of onsite staff and their duties, interacts with and oversees vendors. Establishes and maintains effective working relationships with onsite support services staff. Must relate well to all people, exercise good judgment and discretion in dealing with residents, visitors, vendors, support services and staff. In the absence of your manager, you required to provide leadership in developing a community and in directing the staff.

ESSENTIAL JOB FUNCTIONS:

ADMINISTRATION AND COMPLIANCE, UNDER THE GUIDANCE OF THE MANAGER:

1. Assists to collect rent, including issuance of legal late rent notices as directed by the Property Manager/Director.
2. Assists to post rents to ledger cards, issue receipts, check against monthly rent roll & tenant register.
3. Assists to prepare the Delinquency Report, explaining all balances due, when due & steps taken.
4. Provides other administrative support to Property Manager/Director, such as filing, typing correspondence and processing paperwork.

MANAGEMENT:

1. Responsible for knowing the property, the residents and the community.
2. Responsible for identifying, addressing, reporting to the Property Manager/Director and documenting all observed resident or building-related incidents, accidents, injuries, property damage or any problems with the health, safety or security of the property.
3. Implements the required procedures and forms in CMC's Standard Operating Procedures Manual.
4. Responsible for knowing the community rules and residential lease provisions, and identifying, addressing, documenting and reporting to the Property Manager/Director any observed violations.
5. Responsible for any assigned tenant's unit key or property key.
6. Accounts to Property Manager/Director for the property's inventory of materials and supplies; issues purchase orders and supply requests in a timely manner.
7. As assigned by the Property Manager/Director, accompanies and facilitates the work provided by outside contractors, such as extermination, appliance installations, cleaning or other maintenance.
8. Updates and maintains current at all times resident emergency cards and roster.

FRONT DESK COVERAGE (as assigned)

1. Communicates courteously and professionally to residents, management, visitors and vendors.
2. Answers and directs incoming phone calls and takes accurate messages.
3. Maintains a daily activity logbook.
4. Implements and enforces visitor policy and sign in/out procedures.
5. Checks alarms, phones and other controls that affect the building's life safety system.
6. Makes rounds inside and outside of buildings, as assigned, checks all exits, perimeters, elevators and stairwells for fire hazards, water, steam or gas leaks, broken windows, debris or disrepair.

7. Records a description of suspicious or unauthorized persons and politely questions or dismisses them if necessary.
8. Makes sure that the lobby area is always presentable.
9. Accepts and completes maintenance work order requests.
10. Writes incident reports as needed.

GENERAL:

1. Acts in a manner to promote safety and accident prevention during all work activities.
 2. Attends all mandatory staff meetings and training workshops provided.
 3. Completes and submits an accurate Time Sheet, with all required back-up documents, to the Property Manager/Director on the bi-weekly due date.
 4. Follows all Company policies as written in the CMC Employee Handbook and S.O.P.
 5. Maintains adequate insurance coverage at all times on private vehicle if used for company business.
- May perform other duties as assigned.

KNOWLEDGE/SKILLS REQUIRED:

- High School Diplomas or GED required. Associates Degree; Bachelors of Arts or Science; or one year experience in affordable housing management and two years managing people, projects, materials and information; equivalent combination of education and experience is desirable. Preferably with HUD, Tax Credit or other low income housing programs.
- Oral and Written Comprehension and expression – Ability to listen to, understand and speak so others can understand ideas and information presented verbally. Must be able to distinguish the sounds made by emergency equipment from other environmental sounds. Ability to read and understand communicate information ideas in writing so others will understand.
- Problem sensitivity/Deductive Reasoning- Ability to tell when something is wrong or is likely to go wrong and then apply general rules to specific problems to produce answers that make sense. Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems and considering the relative costs and benefits of potential actions to choose the most appropriate one.
- De-escalation-Ability to remain calm and reduce the severity of situations so that they are handled in a diplomatic and professional manner.
- Mathematical skills- Ability to add, subtract, multiply, and divide, sing whole numbers, fractions, and decimals. Ability to compute rate, ratio, and percent. Ability to read and understand basic financial statements and a willingness to learn to prepare annual budgets.
- Policies and Regulations- Knowledge of company policies, federal, state, and local laws regarding to government regulations and agency rules that pertain to properties managed.
- Demonstrated knowledge on Microsoft Office programs such as word, excel, outlook and Yardi system are essential.

PHYSICAL REQUIREMENTS:

- This position deals with outside personnel such as residents and clients on a regular basis with contact in various forms such as in person, phone and email.
- It is sometimes necessary to deal with unpleasant or angry people with the need to problem solve difficult situations.
- The location of this position change frequently from indoors to outdoors as site visits are necessary.
- May be exposed to loud noises during emergencies; blood borne pathogens or other bodily fluids/excretions; and hazardous materials such as paints, cleaners, or other janitorial/maintenance materials.
- Must occasionally withstand heights up to the number of stories in the building.
- Must be able to independently get to all areas of the property (including roof); detect foreign/unpleasant odors while surveying buildings, such as natural gas leak; and concentrate despite constant interruption and able to attend to tasks for more than 60 minutes at a time.
- Occasionally may lift items 15-30 pounds, push items 20 pounds, climb ladder, sit, stand, kneel, twist, or grasp/pull/carry/push equipment such as janitorial carts, vacuums, brooms, or mops and walk on uneven ground.

- Ability to operate light office equipment and computer workstation.
- Requires ability to perform repetitive movement of hands, wrists and fingers for use of keyboard and the opening/closing of drawers.
- May involve the ability to be seated for extended lengths of time, including lengthy exposure to computer screens.
- May require ability to travel to other CMC locations.

ACKNOWLEDGEMENT:

FOR THE PROTECTION OF THE LEGAL RIGHTS OF THE TENANTS AND THE POTENTIAL LIABILITY OF COMPANY AND ASSISTANT PROPERTY MANAGER, ALWAYS ASK THE PROPERTY SUPERVISOR FOR INSTRUCTIONS REGARDING ACCESS TO OCCUPIED UNITS, TENANTS PROPERTY, ETC. WHEN IN DOUBT, DON'T!

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with this job. While this job description is job description is intended to be an accurate reflection of the current job. All Staff are expected to contribute to the overall team effort, nothing in this job description restricts Caritas Management Corporation, or executive leadership's right to assign or reassign duties and responsibilities to this job at any time.

I am able to perform the functions of this job as described with or without reasonable accommodation. The undersigned Assistant Property Manager has read and fully understand the content of this Job Description, and, by signing below, agrees to follow and perform the duties described therein to the best of his/her ability.

Accepted and fully understood by:

Staff Name

Staff Signature

Date