



## Assistant Manager Job Description

**Job Title:** Assistant Manager

**Department:** Property Management

**Reports To:** Property Manager

**FLSA Status:** Non-Exempt (eligible for overtime)

### **SUMMARY:**

This position assists the Property Manager in overseeing and managing the financial aspects of the community by completing accounting and bookkeeping tasks, preparing financial reports, processing invoices for payment, collecting payments, using the property management software to record, track, and report on financial aspects of the community.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned:

- Pre-qualify prospects, show and lease apartments
- Post rental payments
- Code and pay invoices,
- Prepare monthly billing for each apartment
- Adjust delinquent accounts, settle delinquent accounts, prepare late notices and file evictions
- Provide superior resident services, solve day-to-day problems and maintain good relations with residents
- Ensure the timely completion of forms and reports
- Enter new lease data information, including lease terms, amount of rent, demographic information, etc.
- Monitor Lease Expiration Report

- Shop competition and prepare monthly Market Survey
- Inspect vacant apartments for damage and cleanliness as described in Move-In/Move-Out Procedures
- Develop ideas for improving operations and profitability
- Leases apartments in compliance with applicable laws and regulations
- Greets and qualifies prospects, completes marketing forms and guest cards, conducts tours, and offer refreshments
- Researches and creates innovative marketing strategies
- Assists with training of staff members
- Assists in supervising both maintenance staff and outside contractors working on the property
- Adheres to all appropriate Herron Property Management personnel directives, accounting directives, maintenance and purchasing directives
- Assists with ensuring that bank deposits are made daily or as necessary
- Purchase necessary office supplies, collecting rent, and handling delinquent accounts
- Assists in establishing schedules and in assigning personnel for routine maintenance and emergency coverage, and helping to ensure that maintenance requests are handled quickly
- Inspects vacant apartments and handles details of move-ins and move-outs
- Helps ensure that residents are provided with a clean, safe and well-maintained community
- Assists with handling resident relations and resident organizations
- Reports accidents and emergency situations to the Property Manager immediately and prepares incident reports
- Continually inspects property and reports deficiencies
- Understands current leasing computer software applications
- Ensures good public relations between residents and personnel
- Physically walk and inspect property on a daily basis, checks on vacant apartments
- Assist with creating monthly reports including but not limited to renewals, rents, leasing, traffic and resident retention programs
- Assist with lease renewals and make recommendations on marketing strategies to generate traffic
- Conduct follow-up activity as needed with new and current residents in order to establish and maintain positive resident relations
- Assist in the handling of resident service request and various concerns as required
- Distribute late notices to residents; such as 3-day notices; 7-day notices as well as Violation Notices with regard to Association Rules & Regulations
- Physically walk and inspect property on a daily basis, checks on vacant apartments
- Collecting and posting rent, fees, and other payments, preparing daily bank deposits and processing invoices and payables

- Reviewing and submitting invoices from vendors, contractors, and service providers for payment by reconciling work performed or products purchased
- Process resident move-outs by reviewing lease terms and notice requirements and processing the disposition in accordance with established procedures and legal requirements
- Respond to resident questions, concerns and requests in a timely manner, and taking appropriate action to resolve and address service issues
- Acts as the on-site supervisor in the absence of the Property Manager
- Strong organizational skill

**EDUCATION and/or EXPERIENCE:**

Education and experience include, but may not be limited to:

- Minimum of 2 to 3 years of experience in a rental community, previous position as an Assistant Manager preferred
- Excellent verbal and written communication skills
- Strong organizational skills with exceptional focus on detail
- Proficient in computer software including but not limited to, Microsoft Office (Excel, Word and Outlook)
- Experience with Onesite, Ops, and/or Yieldstar

**LANGUAGE SKILLS:**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and government regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Bilingual is a plus (Spanish).

**MATHEMATICAL SKILLS:**

Strong math and analytical skills. Ability to calculate figures and amounts such as discounts, interest, proportions, percentages, and formulas.

**REASONING ABILITY:**

Moderate. Must be able to apply principles of logical thinking to a variety of practical situations and accurately follow standardized procedures that may occasionally involve minor deviations. Needs ability to think rationally beyond a specific set of instructions.

**COMPUTER SKILLS:**

Should be comfortable using Word, Excel, and email.

**PHYSICAL DEMANDS:**

Must be physically able to walk, stoop, kneel, carry and lift up to 35 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions.

The employee is required to stand, walk, and sit. Employees must be able to hear to perform their essential job functions.

**DRIVING/TRAVELING REQUIREMENTS:**

Occasional need (0% to 5% of the time) to utilize personal transportation. Must have a valid driver's license and current proof of automobile insurance.

**WORK ENVIRONMENT:**

The work environment characteristics are representative of those an employee encounters while performing the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

**ADDITIONAL REQUIREMENTS:**

An Assistant Manager must fulfill the performance standards of this position and comply with policies, rules and procedures of the company. Including those set out in the Employee Policy Manual, or otherwise communicated (verbally or in writing) to employees.

This job description is intended to describe the general nature and responsibilities of this position. This job description and the duties of this position are subject to change, modification and addition as deemed necessary by the company. Employees are required to comply with supervisory instructions and perform other job duties, responsibilities and assignments requested by supervisors, managers or other company officials.

This job description does not constitute an employment contract between the company and any employee.