



SITE MANAGER

Job Description

Working for Integrated Facility Services Hawaii (IFSH) means being part of a community – employees and residents – striving to provide the best in residential living, speaking boldly about new ideas for innovation, and inspiring creativity in the ways we live and work together. That’s what our culture is all about.

Our Site Managers are smart, savvy team leaders with a passion for customer service and a strong business acumen. Responsible for overseeing our most challenging, complex assets, they are accountable for all aspects of property operations, including financial performance, resident satisfaction and retention, and developing an engaged and productive team. As a Site Manager, you will direct operational activities, administration, and maintenance initiatives at your property (or properties), exemplifying Integrated Facility Services Hawaii’s brand each and every day by thinking like an owner and ensuring that your team members have the resources they need to be successful while enjoying the ride.

At IFSH, being a manager is much more than sitting behind a desk directing others; we believe in leading by example and walking in the shoes of the people you manage. As a Site Manager, you will be out walking the property with your maintenance professionals, and communicating and building rapport with your residents. As a Site Manager, you are among our most valued property leaders; overseeing the entire range of business operations including team performance and development, resident satisfaction and financial success.

WHO YOU ARE

- **A Leader.** You will provide leadership and mentoring to your team - promoting a positive work environment that encourages collaboration and teamwork.
- **A Strong Communicator.** Your writing and speaking skills are clear and effective, helping you connect well with others.
- **A Team Player.** You are united with teammates in delivering the best experience to current and prospective residents.
- **Organized and Accountable.** You have exceptional time management abilities and are able to juggle the needs of changing priorities at the community while accomplishing objectives through training and motivating a high-performing team.
- **Creative.** You are an idea person and like coming up with smart solutions to new challenges.
- **Levelheaded.** You keep your cool during stressful situations and quickly find solutions.
- **Flexible and Adaptable.** You understand that the world does not exist through black and white lenses and embrace the opportunity to live in the gray.
- **Confident and Decisive.** You take initiative, trust your gut, and are not afraid to make a decision or deliver a difficult message.
- **Motivated.** You invest extra energy to reach your goals and help your team reach theirs.
- **Solution-Oriented.** You follow through on commitments, letting residents know that they matter.



WHAT YOU'LL DO

- **Build community and industry knowledge** by engaging and planning community events at the property and providing recommendations for training.
- **Connect people to community** by assisting residents with problems pertaining to their residency as appropriate.
 - Prepare and post notices and newsletters to keep the residents informed.
 - Read and know the By-Laws and House Rules of the association.
 - Enforce all laws and rules where necessary in order to assure the quiet enjoyment by all residents.
- **Support maintenance operations** by partnering with your Maintenance Team to provide a sparkling product through preventive maintenance, timely and efficient repairs, and a highly organized make-ready process.
 - Inspect all areas regularly to assure the cleanliness and order of the property. A walk through of the property should be completed on a daily basis.
 - Make sure that all service contracts are properly executed. Fully understand the specifications of each contract and assure they are completed as scheduled.
 - Obtain proposals for repairs that cannot be done in-house. Maintain a list of reliable and experienced vendors. Strive to collect at least 3 proposals for each project and assure they are the same scope of work.
 - Oversee and manage all major and minor building projects.
- **Partner with your Property Manager** to prepare and follow an operating budget and to plan community capital improvements, repairs, contract developments, and negotiations.
- **Orchestrate all administrative functions** associated with the property, including processing invoices, approving and submitting payroll, and organizing all records kept in the manager's office in a neat and easily understandable manner.
 - Submit reports as required by the Board of Directors.
 - Maintain the master file of all minutes of the Board of Directors' meetings and insure that none of these minutes are ever destroyed.
 - Daily email monitoring of the Site Manager email account: Monitor, correspond and escalate (as appropriate) all written correspondence that comes through the Site Manager email account. Respond to all emails and phone calls within 24 hours.
 - Create an Operations Manual for the property and continue to update as necessary.
- **Train and collaborate with talented teammates** to identify and solve any issues that arise.
 - Supervise work done by the security, maintenance and janitorial personnel. Assure they fully understand their job duties and provide training and guidance as necessary.
 - Maintain reasonable observation of activities about the premises to assure security. Review security camera footage if an incident occurs.
- **Respond to all after-hour emergencies** which may include fire, water, elevator entrapment, etc.
 - Answer all emergency phone calls immediately and respond as necessary.
 - Responding to emergencies on site may be required. Obtain approval for all additional hours worked.



REQUIREMENTS

- Minimum 2 years supervisory experience
- Experience leading a high-performing team
- Demonstrated proficiency in working with computers including word processing, calendar management, software/database, and social media
- Excellent communication, interpersonal, and organizational skills
- High school diploma or equivalent
- Available to work a flexible schedule, including weekends

PREFERRED EXPERIENCE

- College degree or related coursework in business, accounting, hospitality, or property management
- Experience managing a large, complex real estate asset

REWARDS

We recognize everyone has different needs outside of work. That's why, in addition to a competitive benefits package (medical, dental, vision and paid time off), we offer many unique options to employees, like employee referral rewards, education reimbursements, and training opportunities.