



## Assistant Community Manager

<b>Department:</b>	Management	<b>Job Status:</b>	Full Time
<b>FLSA Status:</b>	Non-Exempt	<b>Reports To:</b>	Community Manager
<b>Work Schedule:</b>	Flexible	<b>Amount of Travel Required:</b>	10-15%
		<b>Positions Supervised:</b>	None

### POSITION SUMMARY

The Assistant Community Manager is responsible to lease apartments, retain residents, market the property, and handle administrative and financial responsibilities for the property. This position is responsible to oversee the property in the absence of the Community Manager, and is designed to prepare individuals for a position as a Community Manager. An Assistant Community Manager will be asked to assume greater responsibilities upon absorbing and applying knowledge of all aspects of property management as well as displaying maturity and good judgment. The Assistant Community Manager serves as the individual responsible for the property in the absence of the Community Director and serves as a role model to peers.

### UNIVERSAL COMPETENCIES

#### SERVICE

Initiative: Maintains a proactive and positive mindset; is goal oriented and knows how to get results.

Customer and Quality Focus: Consistently working for his/her customers and the company; cares about the quality of work and service provided.

Service Safety: Conducts day to day activities in such a way that safety for self and others is valued and observed; provides safe atmosphere for customers and business partners.

#### INTEGRITY

Professionalism : Demonstrates ethical behavior and honesty at all times.

Level of Dependability: Maintains punctuality and acceptable attendance record; accepts responsibility for his/her own actions; willingness to adapt to changes in the organization.

Adherence to All Company Policies and Procedure: Has knowledge of the established policies and procedures and abides by them. Asks the proper party if they don't know.

#### TEAMWORK

Cooperation: Works well with other associates/departments and collaborates effectively in team situations to improve overall performance.

Cohesion: Demonstrates concern for and about the customers and works to effectively partner with others to achieve success.

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## **RESPECT**

Adaptable: Creates an atmosphere that supports the open expression of ideas; is open and approachable.

Communication: Effectively communicates thoughts and concepts in a courteous manner to the position's direct supervisor; provides helpful feedback when applicable; shows interest and is attentive to the suggestions of others.

Courtesy: Maintains a personal and professional demeanor that exercises proper behavioral etiquette and looks to encourage and serve both customers and co-associates.

## **FINANCIAL RESPONSIBILITY**

Innovative: Demonstrates efficiency and creativity; looks for better, faster and more efficient ways of doing things; handles challenges/obstacles with a positive outlook.

Performance: Exhibits a well-organized and timely approach to achieve desired results; aligns resources to meet the needs of the department; and takes corrective action when necessary.

Fiscal Safety: Concerned for the financial well-being of the company by compliance to safety procedure; awareness of liability concerns.

## **FUN**

Passion: Enjoys the work that they do and demonstrates a pleasant demeanor on the job and shows desire for success.

Entrepreneurial Spirit: Exhibits behavior that is consistent with the Vision, Mission and Values of the Company; makes working environment enjoyable for self and others.

## **JOB SPECIFIC COMPETENCIES**

- Perform all tasks related to renting apartment homes including:
  - Generating traffic
  - Responding to telephone and internet inquiries
  - Greeting prospective residents
  - Touring prospective residents throughout the property
  - Qualifying prospects
  - Closing the sale by obtaining a rental application and a deposit
- Visually inspect entire property (office, models, compactor, vacants, and amenity areas) daily for cleanliness.
- Process rental applications, obtain required documents, schedule move-ins and prepare all lease file documents.
- Maintain lease files per policy and procedure.
- Accurately record traffic from all sources daily.

- Convert minimum of 30% total traffic to leases.
- Processes resident move-outs by reviewing lease terms and notice requirements, applying appropriate deposit and lease cancellation fees, if applicable, and processing the disposition in accordance with established procedures and legal requirements.
- Follows the Company's procedures related to evictions by following proper notice requirements, evicting residents, and representing the property as required in court hearings and eviction proceedings.
- Ensure success of marketing efforts by tracking traffic, reviewing ads, and developing potential marketing leads.
- Pick trash up, operate trash compactor when necessary and if called for, carry cleaning supplies and/or vacuum up or down stairs to apartment homes, and clean apartment to bring it up to resident ready standards.
- Communicate clearly to residents, both verbally and in writing, using proper grammar and spelling.
- Coordinate, set up, attend and clean up after resident functions (food, tables, display areas, etc.).
- Promotes resident satisfaction and retention by responding to complaints, questions, and requests in a timely manner, and taking appropriate action to resolve and address service issues.
- Reviews monthly financial reports and supporting data with Community Director.
- Calculate daily rent, pro-rata charges, late fees, and percentages (multiplication, division, addition and subtraction skills necessary).
- Helps train and develop leasing staff and acts as a liaison between all departments and the Property Manager. Acts as Property Manager in the Property Manager's absence.
- Conducts assigned analysis and property reports. Looks for trends and makes recommendations for improvement.
- Assists in managing the client/owner relationship by meeting with owners, conducting property tours, providing updates and information about the property performance, and responding to owner requests as needed.
- Additional duties as assigned.

## **POSITION QUALIFICATIONS**

### **Education**

High School degree required, college preferred.

### **Experience**

Four years prior experience in property management or in a related industry.

### **Other Requirements**

Basic understanding of Landlord/Tenant laws and application, familiarity with GAA Lease and Addendums, Fair Housing/ADA regulations and application, OSHA & EPA requirements for property management industry.

## SKILLS & ABILITIES

### Computer Skills

Computer software experience to include MS Word, MS Excel, Google Suite, and Entrata® . Basic typing skills and knowledge of computers. Use of the company's payroll system is required. Prior HRIS experience a plus.

### Certificates & Licenses

Valid driver's license and current automobile insurance is required. Position requires individuals to furnish their own reliable transportation. CPM®, ARM® designation preferred. Ability to earn future designations as required by Industry standards.

## WORK ENVIRONMENT

The work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms and residences or commercial vehicles. The work area is adequately lighted, heated, and ventilated. On occasion, the incumbent may be exposed to dirty and/or hazardous conditions when inspecting vacated units.

## PHYSICAL DEMANDS

Activity	Stand	Walk	Sit	Handling Reaching Outward	Reach Above Shoulder	Clim	Crawl	Squat/ Kneel	Bend
Frequency	C	C	F	F	F	O	O	F	F

Vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. The ability to hear, listen and speak.

Weight	Lift/Carry Frequency	Push/Pull Frequency
10 lbs or less	C	C
11-20 lbs 21-50 lbs	O	O
51-100 lbs	N	N
Over 100 lbs	N	N

**N (Not Applicable)** Activity is not applicable to this occupation.

**O (Occasionally)** Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

**F (Frequently)** Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

**C (Constantly)** Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

## **UNDERSTANDING OF JOB ESSENTIALS:**

ML Property Group is a drug free, harassment free workplace. All candidates must pass a drug screen and an extensive background check. MLPG is an equal opportunity employer and does not tolerate harassment, discrimination or retaliation.

I understand that all pre-employment screening activities are conducted in compliance with federal and state employment laws. Background checks are completed during the post-offer stage of the employment process in compliance with the Fair Credit Reporting Act requirements.

I also fully understand the content of this job description, have had the opportunity to ask questions regarding this job description, and have had the job duties and responsibilities, requisites, and physical demands and working conditions explained to me. I am capable of performing the essential functions of this job with or without reasonable accommodation. If I need accommodation, I will ask the hiring manager for it.

Printed Name\_\_\_\_\_ Date\_\_\_\_\_

Signature\_\_\_\_\_