

Job Description

Job Title:	Centralized Property Manager
Reports To:	Chief Operating Officer/Director Site Operations
Location:	In- Person, Onsite Presence. With minimal travel to Middletown and Warwick
Summary:	Oversee the day-to-day operational responsibilities of the property, to include financial processing & reporting, marketing, customer service, and staff supervision.
Responsibilities:	(Including, but not limited to)
Salary:	\$50-\$55k

Compliance

- Demonstrates thorough understanding of tenant file compliance requirements.
- Operate office in an “audit ready” manner & successfully complete all internal audit evaluations.
- Complete certifications accurately, with minimal audit corrections required.
- Respond to corrective measures accurately, completely and timely.
- Successfully complete all State Regulatory and/or Tax Credit Investor site inspections with a minimum “Satisfactory” rating.
- Ensure timely and accurate completion of all lease renewals/re-certifications.
- Responsible for filling vacancies while managing a market property, if applicable.

Staff Management

- Delegate, monitor, and review employee performance. Address concerns early on to obtain desired performance and involve Director of Site Operations as needed.
- Lead by example by instilling, maintaining, and modeling the company’s standard of professionalism.
- Adhere and consistently communicate to employees the company’s code of ethics.
- Ensure that all the company’s policies are followed by employees.
- Schedule staff appropriately for proper coverage of operational hours.

Financial

- Set goals for all personnel to achieve budgetary success at the community.
- Handle reporting responsibilities on a daily, weekly, monthly and quarterly basis as required.
- Monitor community collection efforts to ensure that all billable items are assessed, recorded, and collected in a timely fashion.
- Ensure timely rent collections, rent postings, and bank deposits. Monitor delinquent accounts.
- Handle late notices and evictions as required on delinquent accounts.
- Monitor and maintain effective internal control over financial and operational activities in compliance with Best Practice policies and guidelines.

Marketing/Sales/Leasing/Customer Service

- Conduct comparative market studies with the assistance of the Director of Site Operations.
- Oversee marketing outreach to include interacting with neighborhood groups, small businesses, and community organizations.
- Evaluate and set the standard for product preparation, curb appeal, and general appearance of the community.
- Oversee resident relations and customer service. Ensure the completion of resident service requests in accordance with company expectations.
- Ensure residents abide by the clauses set forth in their lease in accordance with local landlord and tenant laws.
- Handle phone traffic, show apartments, and lease on an as needed basis.
- Conduct monthly/quarterly events for property residents.
- Conduct 1 open house a year to assist with maintaining a healthy waitlist.

Operational

- Oversee resident relations and consistently ensure premium customer service.
- Investigate and thoroughly document accidents/incidents at the property. Provide proactive measures to minimize current and future liability, maintaining operations of facility in a safe manner.
- Oversee maintenance department practices to include work orders, apartment move-ins, move-outs, and turnovers. Ensure work orders are completed and closed within 24 hours and turnovers are completed within three days of move-out.
- Complete routine community inspections (interior and exterior) to ensure curb appeal is maximized and all items requiring corrective measure are resolved timely.
- Complete all administrative duties by the assigned due date.
- Identify property challenges and implement creative solutions that will mitigate risk, reduce operational inefficiency and potentially reduce liability or deferred maintenance.
- Be prepared for regulatory agency, tax credit investor and risk management reviews.
- Be prepared to represent company in Landlord/Tenant court.

QUALIFICATIONS

- Residential property management experience **PREFERRED**, including on-site experience.
- Demonstrated leadership and strategic thinking skills.
- Ability to develop rapport with residents and staff.
- Written and verbal communication skills.
- Flexibility and high tolerance for change.
- Ability to train, develop, lead, and mentor a high functioning team of employees.
- Knowledge of applicable federal, state, and local laws and regulations.
- Ability to delegate and supervise work.
- Problem solving skills.
- Organization skills.
- Ability to handle multiple priorities.
- Proficiency with Microsoft Office products.
- Experience with Yardi preferred.
- NYS Real Estate Salesperson License or ability to obtain same.
- NYS Notary or ability to obtain same.
- Industry related professional licenses or certifications (i.e., TCS, COS, CAM, etc.)
- Valid NYS Driving License

Acknowledgement & Disclaimer:

I acknowledge receipt of the **Property Manager I** job description for Devon Management Corp., which supersedes all prior verbal and written communications regarding this role.

I understand this is a full-time, exempt, in-person position that may require night or weekend hours. I have read and understand the job description and agree to perform my duties accordingly as a condition of employment.

This job description serves as a general guide and may not fully reflect the specific duties of my work location. The hiring manager may modify it by striking out duties and initialing changes or by attaching an addendum with specific adjustments. Before acting on this job description, I will consult with the Director of Operations or Human Resources.

I understand this job description does not create a contract of any kind between Devon Management Corp. and me. If I have any questions or concerns regarding the position, I will consult my immediate supervisor or the Chief Operating Officer for clarification.

Signature: _____ Date: _____

Print Name: _____