



## Property Manager

### Summary

Oversees the daily activities of the community including leasing, collections, resident relations, maintenance, general office administration and policy & procedure compliance.

### Duties

#### Marketing

- Develop and publication of advertisements
- Recommend pricing and discount strategies, when appropriate
- Monitor leasing staff effectiveness
- Monitor competitive market area for patterns and trends affecting rent and occupancy

#### Property Maintenance

- Monitor condition of property to provide proactive maintenance service
- Create, update and review maintenance logs and work volume
- Determine least cost and best course of action for maintenance activities
- Coordinate ongoing preventive maintenance service for each apartment every 6 months
- Monitor equipment and supplies inventories as well as supply chain management
- Supervise and coordinate vendors including landscapers, turnover services, technicians
- Assist in securing bids for capital improvements
- Oversee capital projects
- Oversee scheduling of services; turnover, maintenance and seasonal duties
- Provide quality control for physical facility

#### Property Administration

- Provide effective resident relations
- Develop and foster a safe work environment
- Interact with Cambridge regarding ongoing property administration
- Administer property in accordance with Cambridge policies as well as Federal and state law
- Coordinate 7 days per week of administrative, leasing and maintenance staffing
- Coordinate after hours emergency response system
- Maintain clear and complete business records
- Prepare and submit timely reports to Cambridge on an ongoing basis

#### Human Resources Management

- Serve as motivational leader
- Supervise administrative, marketing and maintenance staff
- Optimize staff levels in accordance with property budget and market standards
- Complete periodic performance reviews of employees
- Help develop, implement and monitor incentive compensation programs
- Monitor compensation trends and provide periodic recommendations to Cambridge

#### Financial Management (Income, Expenses and Capital Budget)

- Monitor and manage resident payment practices
- Operate property within established budget parameters
- Seek out and utilize best value service providers
- Optimize the property's financial performance according to market standards
- Coordinate processing of accounts receivable and payables via Yardi

### Qualifications

- Minimum of 2-3 years Property Manager experience, or similar in customer service industry
- Full understanding property management and its financial aspects
- In depth knowledge of all rules and regulations surrounding property management
- Proficiency in MS Office
- Yardi experience preferred
- Customer focus and bottom line orientation
- Interpersonal savvy with strong communication and presentation skills

- Well organized with excellent time management skills
- Must possess strong attention to detail and sales ability
- Willingness to obtain Fair Housing Certification prior to interacting with residents
- Demonstrate an ability to support and contribute to the team
- Strong verbal, written and interpersonal communication skills
- Competence in operation of personal computer, telephone, calculator, copy and machine
- Must possess a positive attitude and the ability to be positive under all circumstances
- Willing to participate in training to comply with new or existing laws
- Ability to work a flexible schedule, including evenings and weekends
- Present a neat, clean, professional appearance at all times while on the job

*The above list of job responsibilities is not exhaustive, and you should expect to undertake other tasks that may be reasonably within the scope of this position.*