

Community Business Manager

Job Description:

The Community Manager is responsible for the overall performance of the community, financially, aesthetically, & in resident relations. The Community Manager is also responsible for managing the day-to-day operation of the on-site staff. The Community Manager reports directly to the Regional Business Manager.

The Community Manager's schedule will include regularly scheduled weekends, depending on the needs of the community.

Responsibilities:

1. Ensure Maximum Occupancy

a. Inspect property on a daily basis to ensure all aspects of the property & curb appeal meet company standards. Render the community curb appeal in a condition that is enticing to client traffic & exceeds the neighborhood market.

2. Oversee the details of apartment turnarounds & contractor work.

3. Coordinate the preparation & submit the appropriate marketing reports as requested by corporate, including but not limited to the following:

- a. Weekly traffic reports
- b. Weekly occupancy reports
- c. Construction reports
- d. Weekly management reports

4. Maximize Income

a. Ensure income is documented & accounted for in accordance with:

- Daily bank deposits
- Collection reports
- Month end & accounting reports
- Rent/Renewal increase reports

b. Review marketing/leasing activity with on-site staff daily. Inform Regional Manager of any problem areas.

c. Monitor occupancy rates according to each floor plan. Recommend any rent & renewal increases weekly.

5. Control Expenditures

a. Operate within budget parameters.

b. Inspect apartment upon move-outs, determine charges (if any) to resident.

c. Initiate & control administrative expenses, office supplies, legal fees, etc.

d. Ensure compliance with company accounting procedures.

e. Maintain the community in a clean & attractive condition while keeping within budget guidelines.

f. Research & code all invoices for Regional Manager approval.

g. Oversee petty cash expenditures & reporting.

h. Prepare & submit the proper reports as requested.

6. Community Management

a. Complete annual asset Community plan, & operating budget with Regional Manager.

b. Analyze monthly performance & budget projections, discuss strategies with supervisor.

c. Keep abreast of the market conditions in the area. Shop competition, report rent/concessions fluctuations.

7. Supervision of On-Site Staff

- a. Manage, train & counsel on-site staff. Consult with Regional Manager regarding special circumstances or problems.
- b. Assist Regional Manager in conducting interviews of job applicants, hiring/firing decisions
- c. Establish schedules for on-site staff. Ensure the office is properly staffed at all times.
- d. Monitor & approve over-time.
- e. Make recommendations for promotions, employee training & counseling to Regional Manager.
- f. Implement & be responsible for adherence to company policies & job descriptions.
- g. Oversee daily leasing paperwork, proper completion of service requests & assign duties.
- h. Process time cards & payroll

8. Liability Management

- a. Assist with resident/personnel problems & complaints.
- b. Ensure compliance with company policy & federal & local regulations, including but not limited to evictions, Fair Housing Act, American with Disabilities Act, Equal Employment Opportunity, Clean Air Act, etc.
- c. Notify Regional Manager immediately of any potential liability or litigation threats.
- d. Assume leadership in emergencies. Contact the proper authorities, assist displaced residents, complete incident investigation reports, & insurance forms in cases of property liability, loss &/or damage.
- e. Refer all media inquiries to the corporate office.
- f. Properly document & report all injuries/incidents to the Regional Manager, CORPORATE OFFICE & Insurance Company.

9. Resident & Community Relations

- a. Oversee resident relations; take resident phone calls, requests & complaints. Consult with Regional Manager on any special circumstances.
- b. Communicate with residents any delays over 24 hours &/or special problems with service requests.
- c. Supervise resident retention programs, renewal & leasing programs to maintain maximum occupancy & minimal turnover.
- d. Monitor turnover to ensure percentage remains within the guidelines set.
- e. Initiate the coordination of resident relations programs.
- f. Attend industry, community & public relation's related functions & meetings.
- g. Shop the competition to stay up-to-date on the marketability of floor plans, amenities, & prices.
- h. Maintain a professional attitude & appearance at all times.

*The above job description is subject to change depending on the size of each community.

DESIRED QUALIFICATIONS OF A BUSINESS MANAGER

1. Experience in on-site property management (leasing, bookkeeping, etc.)
2. Proficiency in verbal/written communication
3. Ability to review, understand & report financial information
4. Must be computer literate.
5. College hours preferred.
6. Flexibility in work days/hours.
7. Flexibility in work location.
8. Strengths in the following characteristics:

- Self Confidence, initiative
- Fairness & ability to interface with others
- Career mindedness/self-motivation
- High energy level
- Assertiveness, good people skills
- Dependability, follow-through on projects
- Common sense/practical thinking
- Honesty/integrity