

MANAGER JOB DESCRIPTION

OFFICE/DAILY DUTIES

- Open office promptly each morning at opening time and close only at designated closing time; no early office closing unless approved by supervisor.
- Answer phone for leasing information, work orders and resident issues
- Show apartments to prospective residents and complete all appropriate paper work
- Give residents prompt, courteous and friendly service
- Maintain a professional atmosphere for employees and residents
- Maintain current availability list/waiting list
- Maintain current information for courtesy officers – posted persons, residents' names and apartment numbers and frequent contact with courtesy and police
- Schedule and coordinate staff, vendors and contractors daily
- Check email throughout each day
- Post purchases in P.O. book and turn into accounts payable weekly
- Maintain daily time cards for all employees
- Monthly newsletter for residents
- Organize events for residents if applicable
- Rent collection; post daily rent
- Deliver 5/10-day notices to all unpaid residents by the 6th of the month
- File evictions on all non-payment and appear in court as necessary
- Oversee leasing activity – review applications, backgrounds, credit reports, etc. of all applicants and approve/reject applications
- Risk management – inspect property for hazards (i.e. pool gate locks work, burned out bulbs, broken sidewalks and steps, or other liability issues, etc.); ensure the maintenance of storeroom and company vehicles
- Supervise employees, ensuring that employees are on time, assigning overtime as necessary
- Hiring, firing and training of employees
- Prioritize maintenance work orders as necessary and assure work orders are completed
- Supervise contract work
- Ensure fair housing codes are observed
- Ensure fire codes are observed
- Ensure Guest Cards are filled out on conventionals
- Prepare information folders on conventionals
- Maintain office supplies and open mail/run errands
- Ensure contact and procedures dealing with applicants and tenants follow HUD, USDA and Fairfield Group requirements
- Perform annual and interim recertification
- Check smoke alarms and extinguishers at least quarterly
- Pick up trash if seen

DAILY PROPERTY INSPECTIONS

- Inspect each apartment/house before initial move-in to ensure the apartment/house is ready for occupancy. All keys should be made and all paperwork ready for signatures.
- Correspond with appropriate government agency as needed
- Maintain tenant, office and apartment files in proper order
- Monthly inspections of unit upon recertification if applicable
- Accompany all outside parties performing inspection after approval of inspection has been given by the Home Office; take notes and ask questions
- Place advertisements for property if needed
- Utilize MRI to enter data
- Make sure tenants have their utilities connected at all times
- Issue utility checks after verifying identification of resident and keep record
- Schedule preventive maintenance (i.e. change filters, check A/C, clean gutters, etc.)
- Complete management report at the end of each month
- Send letters to residents based upon inspection – cars or trash in the yards, poor housekeeping, damage, etc.
- Keep inventory of all tools and supplies purchased by property
- Coordinate with pest control services and notify them of any special needs
- Keep up with serial numbers and dates of purchase for appliances
- Tag and have inoperable vehicles towed when necessary
- Archive old files at the end of the year
- Aid new managers who are unfamiliar with MRI or Section 8 procedures
- Process the 50059 and notify tenant of paperwork to be signed
- Collections – send any ex-residents that owe any monies to Credit Bureau
- Keep a daily batch log of all financial activity and balance daily
- Weekly occupancy report
- Budget
- Bank deposit by 2 p.m. each day
- Maintain bonus information and fax to Home Office each month
- Maintain petty cash and send report to Home Office
- Compile month-end information and send to Home Office
- Bill and collect for tenant-related damages
- Enter rents into computer
- Keep deposit recap sheet for Sam and Colleen
- Follow up on residential complaints
- Build community relations with neighbors and surrounding businesses

MOVE OUTS/VACANCIES

- Inspect apartments upon move out with resident if at all possible; write work orders for all repairs to be completed
- Complete move out information for forfeits and refunds
- Complete vacancy claim backups – Section 8
- Inspect units after cleaning to be certain they are in good repair and can be shown

- Turn off breakers except the one for the refrigerator – conventionals
- Check breezeway and areas behind and under shrubs around vacancy for cleanliness
- Visit units that are being made ready to assure work is being completed in a timely and acceptable manner
- Do a final check-in of vacant units when ready and make a copy for file (list any defects present on check-in sheet and go over with resident at move-in)
- Collect laundry coins on Mondays and Thursdays on site-owned laundry facilities and send collection log on to Colleen if applicable
- Accompany laundry vendor for coin collection on contract laundry facilities
- Reports to Conventional/Section 8 supervisor
- Duties include but are not limited to the items listed above. As the need arises, you may be asked to perform other duties that may be necessary to maintain the property in a clean, safe and healthy condition.

Reports to: Section 8 Supervisor

Supervises: All on-site employees