

TITLE: Resident Manager
REPORTS TO: Property Manager
JOB STATUS: Full Time, Non-Exempt (Hourly)

POSITION SUMMARY

The Resident Manager is responsible for the marketing of a specific community of apartments to achieve and maintain a high level occupancy rate. The Manager works closely with staff to oversee all aspects of a property's building maintenance and occupancy. This role requires Managers to communicate regularly with Residents to ensure on-time rent payment and proper adherence to lease agreements. Also responsible for providing direct assistance to Residents to troubleshoot any property-related issues, including hiring and working with professional services, such as plumbers, construction workers, and HVAC professionals.

ESSENTIAL FUNCTIONS

- Implements and assumes responsibility for leasing, marketing and resident retention programs to achieve and maintain 100% occupancy rate.
- Inspects property (inside and out) daily for overall curb appeal and rectifies any problem areas.
- Greets all people who visit the community.
- Maintains positive relations with residents.
- Adheres to and reviews current policies and procedures and makes suggestions to Property Manager to enhance property.
- Makes recommendations to improve the profit and productivity of the property.
- Prepares and processes rental applications, lease packets, renewals and related forms.
- Provides lease orientation to new residents.
- Tours prospects through model apartments or market ready units.
- Answers inquiries regarding rental information.
- Coordinates all details of move in's, move out's, inspections and all related forms.
- Prepares reports related to monthly occupancy.
- Initiates and distributes service requests for general maintenance and follows up on open requests.
- Reports accidents and emergency situations according to policy and procedure and fills out necessary accident report forms.

OTHER RESPONSIBILITIES

- Creates and prepares bi-monthly newsletter.
- Keeps current on property management trends and financials in the community.

MINIMUM QUALIFICATIONS

- High School Diploma required, Associates Degree preferred.
- Minimum three years' experience working in a sales environment or with customers.
- Experience with supervision of employees.
- Computer proficiency required.
- Prior leasing experience highly preferred.

WORK ENVIRONMENT

Resident managers spend much of their working time sitting or standing at their desks using computers but often spend extended periods away from their desks to assist visitors or residents with leasing issues or tour model residency units. This involves being outdoors for a limited period of time. This position also involves speaking, listening, sitting, bending, walking, stooping and taking the stairs.