



REPORTS TO: Community Manager  
*Non-Exempt*

### *SUMMARY:*

This position is primarily responsible for supporting and assisting the community manager in overseeing and managing the financial and operational facets of the community by completing accounting and bookkeeping tasks, preparing monthly close-out and financial reports, processing invoices for payment, collecting rent, fees, and other payments, completing bank deposits, dispositions, and account reconciliations, and using the property management system to record, track, and report on all financial workings of the property by performing the following duties.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

Core duties and responsibilities include the following. Other duties may be assigned.

- Completes the daily transactions and tasks related to the financial operation of the community by collecting and posting rent, fees, and other payments, preparing daily bank deposits and reconciling bank accounts, preparing financial reports, and processing invoices and payables.
- Operates the property management system (OneSite) and completes transactions by entering all required fields correctly and by completing updates and back-ups to ensure the integrity of the system.
- Reviews resident files and accounting records to determine unpaid and/or late fees owed, communicates residents regarding outstanding balances, implements procedures for collecting on delinquencies, and enforces the lease to maximize revenue.
- Reviews and submits invoices from vendors, contractors, and service providers for payment by reconciling work performed or products purchased, obtaining community manager approval, coding charges to appropriate Chart of Account codes, and managing communication between the vendor/contractor, accounting, and the client/owner as needed.
- Follows the Company's established procedures related to evictions by following proper notice requirements, evicting residents, and representing the property as required in court hearings and eviction proceedings.
- Processes resident move-outs by reviewing lease terms and notice requirements, applying appropriate deposit and lease cancellation fees, if applicable, and processing the disposition in accordance with established procedures and legal requirements.
- Promotes resident satisfaction and retention by responding to complaints, questions, and requests in a timely manner, and taking appropriate action to resolve and address service issues.
- Acts as the on-site supervisor in the absence of the community manager by organizing and delegating daily work, coordinating maintenance and make-ready tasks with the maintenance supervisor, and managing the operation of the community in compliance with Company policies, procedures, and business practices.
- Assists in managing the client/owner relationship by meeting with the owners, conducting property tours, providing updates and information about the property's performance, and responding to owner requests as needed.

- Assists and/or supports leasing and marketing efforts by greeting prospective residents, gathering information about the prospect via the Guest Card, showing ready apartments and models, closing and obtaining the lease deposit, and assisting the prospective resident in completing the rental application and credit verification.
- Completes various accounting, financial, administrative, and other reports and performs other duties as assigned or as necessary.

#### SUPERVISORY RESPONSIBILITIES:

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws when necessary. Responsibilities may include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance;; addressing complaints and resolving problems.

#### COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

##### Intellectual

- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Technical Skills - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

##### Interpersonal

- Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- Interpersonal Skills - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- Written Communication - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

##### Leadership

- Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

## Organization

- Diversity - Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; builds a diverse workforce.
- Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.
- Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.
- Strategic Thinking - Develops strategies to achieve organizational goals; understands organization's strengths & weaknesses; analyzes market and competition; identifies external threats and opportunities; adapts strategy to changing conditions.

## Self-Management

- *Planning/Organizing* - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.
- *Professionalism* - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- *Quality* - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- *Quantity* - Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- *Safety And Security* - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
- *Adaptability* - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- *Attendance/Punctuality* - Consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- *Dependability* - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
- *Initiative* - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.
- *Innovation* - Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.

## QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## EDUCATION AND/OR EXPERIENCE:

High school diploma or general education degree (GED) and one to three months related experience and/or training; or equivalent combination of education and experience.

## LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

## MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

## REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

## COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of: Internet Software; Spreadsheet Software (Excel); Word Processing Software (Word); Electronic Mail Software (Outlook); Presentation Software (PowerPoint); and Publisher Software. Strong proficiency in using property management software (preferably Onsite).

## OTHER SKILLS AND ABILITIES:

- Follows established policies and procedures by monitoring and ensuring compliance with regulatory requirements, organizational standards, and operational processes related to property operations, and reporting violations or infractions to appropriate individual(s).
- Practices proper safety techniques in accordance with Company, property, and departmental policies, procedures, and standards by immediately reporting any mechanical or electrical equipment malfunctions, employee/visitor/resident injuries or accidents, or other safety issues to appropriate individual(s).
- Identifies areas for improvement and offers suggestions to improve the efficiency, productivity, and profitability of the property.
- Keeps abreast of new trends and changes in the industry and area(s) of responsibility by attending internal and external training classes, apartment association meetings, and other events, and accessing other information sources.
- Demonstrates ability to read, write, and communicate effectively to comprehend and

complete legal documents, sell and explain apartment features, and answer questions about the property's operation.

- Demonstrates understanding of property operations and, in particular, of lease terms and lease enforcement, including collections.
- Employment history that demonstrates the application of property management, sales, marketing, and customer service background sufficient to assist in managing the day-to-day operation of an apartment community, resolve customer complaints and issues, complete financial records, documents, and reports, increase sales revenues and coordinate the work of a team.

#### OTHER QUALIFICATIONS:

- Must be able to travel as position requires routine local travel to make bank deposits, attend training classes, or other situations necessary for the accomplishment of some or all of the daily responsibilities of this position.

#### PHYSICAL DEMANDS:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. This position requires frequent standing and walking as they are required to tour prospects on the property's interior exterior and amenities.
- The employee must occasionally lift and/or move up to 20 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

#### WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.