



REPORTS TO: Regional Vice President or Regional Manager

Exempt

SUMMARY:

This position is primarily responsible for managing the community in the most efficient and profitable manner possible given existing market conditions consistent with the goals and objectives of the company and community owners by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

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

- Manages a high quality on-site staff through implementation of effective recruitment, training, motivation and development programs.
- Directs efforts to ensure all purchasing guidelines are followed including timely entry of purchase orders and approval of invoices.
- Ensures administrative associates achieve the highest standards regarding shopping report scores.
- Enforces resident retention and service request follow-up programs.
- Implements and monitors effective lease renewal programs.
- Monitors an effective preventative maintenance program to monitor service request turnaround and ensures the responsiveness of the maintenance staff.
- Ensures that an adequate number of units are market ready.
- Promotes and teaches safe work practices among on-site staff and ensures all safety programs are implemented and followed.
- Maintains product knowledge of community and competitive communities through consistent evaluation of market conditions and trends. Ensures leasing staff develops similar knowledge
- Directs efforts to implement sales and marketing plans, which effectively maximize rental income and results in high occupancy.
- Shows, leases, and moves in prospective residents.
- Achieves the highest possible net operating income through the implementation of effective cost control and revenue improvement programs.
- Establishes and implements leasing goals, while monitoring an effective lease expiration program.
- Evaluates and recommends changes on rent/pricing strategies, and ensures websites and printed material are accurate and updated.
- Analyzes operational information for impact on NOI, identify trends and recommend appropriate strategies and adjustments.
- Maximizes rental income while minimizing expenses through effective planning and control.
- Develops yearly operating budgets/forecasts and sales/marketing plans. Accurately prepare and conveys all operational and financial data to the Regional Manager in a timely manner.

- Works with the owners to identify community goals and objectives. Be responsive and receptive to owners' needs, goals, and objectives.
- Monitors all income, including delinquencies.
- Monitors the timely receipt and reconciliation of rent collections and ensure landlord/resident statutes are followed.
- Analyzes and evaluates monthly and/or quarterly financial statements. Writes clear and concise owner's reports to substantiate the analysis.
- Participates in company training classes and meetings as required.
- Assists regional manager with management functions, new community transitions and other responsibilities as required.
- Communicates effectively with staff members and ensure compliance with Panther Properties Management standards.
- Communicates effectively with other Panther Properties Management associates to ensure cooperation between departments and communities.
- Ensures written communication to residents is professional and timely.
- Communicates effectively with owners, residents, and on-site associates.
- Conducts productive meetings, manages resident expectations, keeps other informed about property issues; adapts to respond to changing priorities.
- Performs and documents appropriate associate evaluations including, but not limited to, performance reviews and corrective action reviews, and termination paperwork.
- Prepares and ensures staffing schedules are consistent with community needs.
- Participates in company training classes and meetings as required.
- Provides training and motivation to leasing staff and ensure group training sessions are conducted as needed.
- Assists and ensures all customer complaints are handled promptly and appropriately.
- Ensures timely completion of all salary, bonus, and compensation paperwork, in addition to adherence to company standards for payroll and overtime calculations.
- Ensures that accurate submission of all corporate reporting lease and bond paperwork is accomplished timely and includes approvals as required.
- Understands and operates the company's various software programs and ensure staff is properly trained in the respective programs for their positions.
- Ensures that all physical aspects of the property are at all times fully functional and maintained in an attractive condition.
- Adheres to established company standards for screening applicants for residency.
- Adheres to Panther Properties Management Standard Operating Procedures.

SUPERVISORY RESPONSIBILITIES:

Responsible for the overall direction, coordination, and evaluation of the property(s). Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; 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

- *Leadership* - Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.
- *Managing People* - Includes staff in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates' activities; makes self available to staff; provides regular performance feedback; develops subordinates' skills and encourages growth; solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products and services; continually works to improve supervisory skills.
- *Quality Management* - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

Organization

- *Business Acumen* - Understands business implications of decisions; displays orientation to

profitability; demonstrates knowledge of market and competition; aligns work with strategic goals.

- *Cost Consciousness* - Works within approved budget; develops and implements cost saving measures; contributes to profits and revenue; conserves organizational resources.
- *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.

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); minimum of two years' experience in residential property management or a related field is required.

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. Ability to read and write English fluently.

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); Systems; Property Management Software; Word Processing Software (Word); Electronic Mail Software (Outlook); Presentation Software (PowerPoint); and Publisher Software. Ability to learn and operate Onesite.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Valid driver license and acceptable motor vehicle record

OTHER SKILLS AND ABILITIES:

- Ability to understand and perform all on-site resident management software functions.

OTHER QUALIFICATIONS:

- The position requires the ability to work any of the seven days of the week, 52 weeks of the year.
- Due to the property staffing limitations, it is extremely critical that individuals be able to work their scheduled hours on a consistent basis and, if necessary, overtime hours when requested.
- The position requires the ability to serve on-call, as scheduled or as necessary.

- Travel may be required at times to attend various company gatherings either in the general vicinity of the associates home property, or in another state.
- Maintains a commitment to ongoing professional development and career growth.

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. The employee is regularly required to stand and walk.
- The employee must occasionally lift and/or move up to 25 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.