



REPORTS TO: Community Manager
Non-Exempt

SUMMARY:

This position is primarily responsible for meeting standards regarding the appearance of the exterior physical features of the community by performing tasks to maintain the grounds, amenities and overall curb appeal of the property by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

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

- Inspects the community throughout the day to remove litter, debris, and pet droppings and ensure all common areas and amenities are neat and free of litter at all times.
- Removes trash and remaining items from vacant apartments prior to starting the make-ready process, transfers trash to dumpster or storage area as applicable, and cleans and maintains storage areas.
- Completes assigned minor and routine service requests as requested by Service Supervisor and/or Community Manager, and assists the make-ready specialist in the turn process.
- Ensure locks at amenities are in working order and ensure gates to all pool areas are working according to codes and safety standards.
- Distributes notices and communications to residents as necessary.
- Informs appropriate supervisors of any observed hazard or potentially dangerous situation for residents, team members, guests and others.
- Demonstrates customer services skills by treating residents and others with respect, answering resident questions, and responding sensitively to complaints about maintenance services.
- Complies with Panther Properties Management safety and risk-management policies by attending and participating in the property's routine safety meetings, completing required training on OSHA and other safety related laws and requirements, and by reporting accidents and incidents promptly and accurately

SUPERVISORY RESPONSIBILITIES:

This job has no supervisory responsibilities.

COMPETENCIES:

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

Intellectual

- *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.
- *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.

Self-Management

- *Motivation* - Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; takes calculated risks to accomplish goals.
- *Planning/Organizing* - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives;
- *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.

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); or 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.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

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; Word Processing Software (Word) and Electronic Mail Software (Outlook).

OTHER SKILLS AND ABILITIES:

- Follows established policies and procedures by monitoring and ensuring compliance with regulatory requirements, organizational standards, and operational processes related to area(s) of responsibility 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 efficiency and productivity.
- Keeps abreast of current changes in technology, processes, and standards within the industry and area(s) of responsibility by attending internal and external training classes, research and/or subscribing to the internet or other professional publications, or utilizing other appropriate method(s) to obtain business and professional information, and applies knowledge and practices to area(s) of responsibility.
- Must have all certifications as required by State and Local jurisdictions to perform service tasks.

- Must be skilled in the safe use and maintenance of hand tools, power tools, user-moved aids, mechanical equipment and measuring devices.
- Proficiency in customer service and interpersonal communication skills in order to effectively interact with residents, clients, team members, and other business contacts, respond courteously to questions and requests, and stay calm when addressing and-resolving customer problems.

OTHER QUALIFICATIONS:

- Must be able to work a flexible work schedule, which may include weekends and/or holidays.
- Must be able to travel as position requires rare or regular travel to attend training classes, business meetings, or other situations necessary for the accomplishment of some or all of the daily responsibilities of the 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. The employee is frequently required to bend, stoop, climb ladders, carry objects and crawl in confined areas.
- The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 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.

While performing the duties of this job, the employee is regularly exposed to outside weather conditions.

The noise level in the work environment is usually moderate.