

**CORCORAN**  

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**JENNISON**  
*Management LLC*

**Position Title:** Administrative Assistant

**Reports To:** Property Manager

**Summary:**

The Administrative Assistant must possess sufficient office skills and aptitudes to perform a variety of functions relating to the administration of the Leasing office. The Administrative Assistant maintains constant and open communication with the Property Manager. All information pertinent to resident occupancy status must be reported immediately to the Property Manager. Such things include, but are not limited to: terminations, dissatisfied residents, satisfied residents, requests for unusual services, requests for permission to pay rent late, changes in family sizes, disturbances by residents or guests, etc., as well as other duties as assigned. Will be required to abide by all Corcoran Jennison Handbook Policies and Procedures, as revised from time to time.

**Position Responsibilities:**

**Tenant Relations and Administration**

- Answer office telephones. Open and sort daily mail. Greet appointments and residents and respond to inquiries. Confirm tour appointments for the following day.
- Assist the leasing agents as needed: send out lease paperwork, follow up that paperwork and all supporting documents needed have been received and signed by all parties. Coordinate the key pick up date/time. Review utilities have been transferred and move in cost and the money has been paid online.
- Prepare and coordinate roommate change lease contracts and verify that all documents are in order with necessary signatures and/or authorizations.
- Coordinate parking passes with the management office.
- Coordinate with Marketing, the preparation of welcome packages and new move in packets.
- Set up, process, and maintain new tenant files in accordance with property filing system.
- Maintain security access system. Have key fobs and keys made ready for the move in. Audit and correct the accuracy of stored keys inside the key lock box.
- Assist Manager by preparing invoices for tenants for miscellaneous charges and/or damages.
- Process maintenance service requests from residents.
- Overall responsibility to ensure proper and accurate information is entered into Property Management Software.
- Coordinate with rental staff information on vacancy and turnover of market units, so that the management office has a clear and complete vacancy picture at all times.
- Make regular trips to local post office, printer, etc., as required for site business.
- Provide manager with support in preparation of governmental and owner reports.
- Physically inspect apartments for incoming residents to be sure they are move in ready. Lightly clean the home if necessary.

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- Retrieve the golf cart from storage at the beginning of the day and return it to the secured charging station at the end of each day.
- Compile and submit office supply orders to the management office.
- Create and submit on time new newsletter material each month for the Leasing portion of the monthly property newsletter.
- Other related tasks or special projects may be assigned by the Property Administrator, as necessary.

**Supervisory Responsibilities:**

- Not Applicable.

**Education and Experience:**

- High School Diploma
- Business applications – knowledgeable and skilled in Microsoft Office.
- Some Property Management experience desirable 1-2 years

**Certificate, Licenses and Registration:**

**Physical and Other Demands:**

**Physical Requirements:**

- Being on foot, bending, stooping, squatting, kneeling, climbing stairs and ladders, pushing or pulling, reaching above shoulder height, grasping, gripping, turning, lifting and carrying 1-25 lb. items, performing general and detail observation, working at above ground height, using finger dexterity, operating equipment or tools, following instructions, reading and/or comprehending manufacturer's and product label directions, communicating with other staff members, working indoors, and using adequate vision and mobility. Writing to complete reports and requests, observing things clearly beyond an arm's reach, lifting and carrying of items weighing 25-75 lbs., and driving vehicles. Working outdoors in all conditions, lifting and carrying (with assistance) items weigh 75-150 lbs. Other requirements as requested.
- Vision requirements, as appropriate, to observe areas needing attention/correction. Read Cautionary labels, respond to written instructions from staff. Ability to see things clearly beyond arm's reach. Observe and assist maintenance, observe problems throughout property.
- Hearing requirements not essential. Ability to hear to receive instructions from management. Written instructions acceptable.
- Must be able to speak and communicate clearly in English.

**Working Environment:**

- Position requires ability to work indoors.