



RESIDENT MANAGER OR ASSISTANT MANAGER JOB DESCRIPTION

Scope and Purpose

To be responsible for the effective management of the apartment community. Specific duties include, but are not limited to, the following:

1. Keeping the management office open during agreed upon time, and responding to all emergency calls, regardless of hour.
2. Maintaining a good level of occupancy with 100% rented as the goal.
3. Assuming full responsibility for supervising office staff.
4. Assuming full responsibility for handling or supervising preparation of all new rental documents.
5. Full responsibility for rental collection, deposit in bank of money collected, and Petty Cash Fund.
6. Assuming full responsibility for supervising all maintenance, housekeeping and grounds work:
 - (a) Developing schedules for maintenance, grounds and housekeeping work, and supervising such work. This includes frequent inspection of grounds, trash receptacles, parking lots, vacant apartments, and all common areas.
 - (b) Taking requests for service or repairs, on forms provided.
 - (c) Billing and collecting damage charges from resident.
 - (d) Assigning work orders to maintenance personnel, and following up on these assignments.
 - (e) Supervising all service contracts or arrangements with service companies and suppliers, and keep Property Manager informed if there are changes needed.
 - (f) Inspection of service contract work prior to payment.
 - (g) Keeping a maintenance file on all service and repair work done.
 - (h) Supervising the purchasing of necessary materials and supplies.
 - (i) Keeping an inventory of parts and supplies.
 - (j) Keeping an inventory of all equipment and furniture including lawn maintenance equipment, tools and office and clubhouse furniture.
 - (k) Holding an annual inspection of grounds, apartments, clubhouse and maintenance buildings, for repairs, preventive maintenance, and housekeeping evaluation.
 - (l) Scheduling and supervising all preventive maintenance work.
7. Assuming full responsibility for professional but friendly communications with Residents with periodic follow-ups after move-in and prior to renewal to develop Resident satisfaction and good will.
8. Assuming the following responsibilities for all personnel employed and working at the apartment community.
 - (a) Hiring employees, after discussing job needs with the Property Manager.
 - (b) Firing employees, if necessary.
 - (c) Training employees.
 - (d) Motivating employees.
 - (e) Upholding performance standards, as set forth in job descriptions.
 - (f) Reviewing and approving time cards.