



JOB TITLE: Assistant Property Manager

EMPLOYER: ReBUILD Metro, Inc.

DEPARTMENT: Property Management

REPORTS TO: Property Manager

EFFECTIVE DATE: 10/14/2022

MISSION: The mission of ReBUILD Metro is to restore the history and prosperity of neighborhoods by rebuilding homes and fostering enduring community relationships. We work to ensure that everyone in the communities we serve has a decent and affordable home in a stable and safe environment.

SUMMARY: The Assistant Property Manager is responsible for assisting the property manager in effectively managing a portfolio of properties. In the property manager's absence, the Assistant Property Manager will assume all responsibilities associated with accomplishing portfolio objectives as set forth by ReBUILD Metro's goal setting system, Objectives and Key Results. In addition, the Assistant Property Manager is directly responsible for turning over, marketing and leasing vacant units and maintaining harmonious resident relations. This position is an exciting opportunity. The right candidate will be a driven and service-oriented individual who thrives in a fast-paced environment.

DUTIES AND RESPONSIBILITIES:

- Leads by example, living the standards and behaviors consistent with the core values and culture of ReBUILD Metro.
- Steps in and takes responsibility for leading when the Property Manager is not present.
- Builds brand loyalty by striving to ensure every resident interaction is positive.
- Ensures that the community's interior and exterior are impeccable, and the team appropriately represents the ReBUILD Metro brand with a crisp, professional appearance.

Marketing/Leasing

- Sales and marketing to include conducting informative and personalized tours of the community which result in new leases.
- Maintains and guards prospect information from first contact to lease signing.
- Provides weekly reporting on all leasing and marketing activity.
- Ensures units are rented to fullest capacity and in accordance with budget guidelines.
- Develops marketing plan and utilize marketing strategies to secure prospective tenants.
- Screens prospective tenants for leasing approval in accordance with company guidelines and compliance standards.
- Maintains a waiting list of qualified prospective tenants.
- Continually monitor and analyze traffic logs, conversion ratios, budget guidelines, renewal information, marketing data, etc., to be able to report up-to-date and proper information.
- Coordinates new unit deliveries with Construction Department.

Compliance

- Reviews documentation on rent and income limits.
- Matches tenants with appropriate units based on their income and household size.
- Updates and reviews documentation for compliance.



Accounts Payable

- Reviews invoices for proper authorization, and accurately input key information pertaining to invoices into the accounting system.
- Maintains accounts payable database, files and maintains all accounting documents, verifies vendor statements, and generates accounts payable reports as requested to assist with month end close.
- Codes and inputs invoices into the accounting system.
- Sends check payments to third party vendors.

Collections

- Preparing and delivering letters to residents to encourage payment of delinquent accounts.
- Confers with customer in attempt to determine reason for overdue payment, reviewing terms of the contract with resident.
- Contacts delinquent account customer by mail/telephone/in person weekly
- Records information about financial status of resident and status of collection efforts
- Responsible for filing non-payment cases, warrants for restitution, and scheduling evictions with the County Sheriff and eviction crews
- Receives payments and posts amount paid to residents account daily
- Process security deposit refunds
- Responsible for maintaining, filing and storing all departmental documents (batches, month end, filing suits, move outs, etc)
- Performs all activities related to apartment rentals, move-ins, and lease renewals as needed.
- Adheres to federal and state Fair Housing Laws as well as all company policies.
- Supports team in achieving the goals of the property.

Administrative

- Prepares and/or implements procedures and systems within company guidelines to ensure orderly, efficient workflow.
- Confirms all leases and corresponding paperwork are completed and input into Yardi/Site Manager system accurately and on a timely basis.
- Ensures current resident files are properly maintained.
- Ensures all administrative paperwork is accurate, complete and submitted on a timely basis.
- Participates as designated in emergency team for community. Ensure proper response and handling of all community emergencies with staff, residents, properties, etc. within company guidelines to minimize liabilities (i.e., criminal activity in community, employee/resident injuries, fires, floods, freezes, etc.).
- Performs other related duties as assigned by management.

SUPERVISORY RESPONSIBILITIES:

- This job has supervisory responsibilities.
- Indirectly supervises five employees within the Property Management department.
- Carries out supervisory responsibilities in accordance with organization policies and applicable laws.
- Responsibilities include interviewing and training employees; planning, assigning, and directing work; addressing complaints and resolving problems.

QUALIFICATIONS:

- Highschool Diploma or GED
- COS preferred
- 2+ years of experience in affordable housing property management
- Strong customer service skills
- Outstanding communication skills, both written and verbal

- Proficiency with industry software (YARDI preferred)
- Computer skills required: Spreadsheet Software (Excel); Word Processing Software (Word); Electronic Mail Software (Outlook)
- Social Media Savvy – (Pinterest, Twitter, Facebook and Instagram)
- Quick thinker that thrives in a fast-paced environment
- Must have a vehicle and valid driver's license

COMPETENCIES:

- **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.
- **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.
- **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.
- **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.
- **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.
- **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.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Occasionally required to stand
- Occasionally required to walk
- Continually required to sit
- Continually required to utilize hand and finger dexterity
- Occasionally required to climb, balance, bend, stoop, kneel or crawl
- Frequently required to talk or hear
- Occasionally exposure to outside weather conditions
- Occasionally exposure to extreme heat or cold (non-weather)
- While performing the duties of this job, the noise level in the work environment is usually moderate
- Occasionally required to lift/push/carry items less than 25 pounds
- Additional remarks regarding work environment This role routinely uses standard office equipment such as computers, calculator, telephones, photocopiers, filing cabinets and fax machines.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.