



JOB TITLE: Property Manager

EMPLOYER: ReBUILD Metro, Inc.

DEPARTMENT: Property Management

REPORTS TO: Controller

EFFECTIVE DATE: 11/14/2023

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 Property Manager is fully accountable for all day-to-day property operations overseeing and maintaining or enhancing the value of the owners' real estate investments. Duties include leasing, rent collections, resident relations, maintenance, general office administration, and policy and procedure compliance. The Property Manager also supervises on-site staff including the Assistant Property Manager and maintenance personnel.

DUTIES AND RESPONSIBILITIES:

Financial

- Demonstrates ability to understand financial goals and operate assets in owners' best interest in accordance with established policies and procedures.
- Maintains accurate records of all community transactions and submits on timely basis (i.e., rent rolls, delinquency reports, move-in/move-outs, work order reports, compliance reports, etc.).
- Ensures that all rents, late fees, court fees, damages charges, utility reimbursements, security deposits, pet fees and check charges are collected, posted and deposited in a timely manner.
- Performs evictions, utility cut-offs and landlord liens as required on delinquent rents.
- Generates necessary legal action, documents and process in accordance with State and Company guidelines.
- Manages the new resident qualification process and lease renewal process to ensure compliance with various income restrictions programs.
- Provides constant vendor/contractor communications concerning scheduling, billing, vendor relations and certificates of insurance.
- Ensures approved A/P invoices are submitted accounts payable staff for payment.

Marketing/Leasing

- Ensures units are rented to the fullest capacity and in accordance with budget guidelines.
- Develops marketing plan and utilizes 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.
- Monitors and analyses traffic logs, conversion ratios, budget guidelines, renewal information, marketing data, etc., to be able to report up-to-date and proper information.
- Represents the company in a professional manner at all the times.
- Coordinates new unit deliveries with Construction Department.



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 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.
- Leads 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 on community, employee/resident injuries, fires, floods, freezes, etc.)

Personnel Management

- Consistently uses successful techniques and company directives to orient and train new personnel.
- Ensures staff efficiency through ongoing training, instruction, counselling, and leadership.
- Plans weekly/daily office staff schedules and assignments.
- Coordinates maintenance schedule and assignments with Maintenance Supervisor.
- Administers action plans consistently, and on a timely basis with performance problems. Documents appropriately and communicate situation to direct supervisor and Director of Human Resources.

Maintenance

- Maintains community appearance and ensure repairs are noted and completed on a timely basis. This requires regular community inspections and tours.
- Assures quality of market ready rentals.
- Ensures that all service requests are recorded, communicated appropriately to maintenance and residents, and corrected timely.
- Coordinates third party property inspections to ensure compliance with maintenance standards and to result in no loss of rent or other adverse impacts to the property.

Safety

- Learns and ensures compliance with all company, local, state, and federal safety rules.
- Ensures that unsafe conditions are corrected in a timely manner.
- Directs staff to follow a "safety first" principle.
- 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:

- College degree (preferred but not required)
- 5+ years of experience in property management including leasing.
- Strong Knowledge affordable housing
- 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
- Passionate about City Living
- Ability to connect with the local community.
- Must have a vehicle and valid driver's license.

COMPETENCIES:

- **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.

SALARY & BENEFITS:

ReBuild Metro provides a comprehensive benefits package including Medical, Dental, Vision, Life Insurance, 401(k) with company match, eleven (11) paid holidays and Paid Time Off (PTO).

HOW TO APPLY:

Submit resume and cover letter to: recruitment@rebuildmetro.com