SENior财产管理经理工作描述

Scope and Purpose

The Mission of Prism Real Estate Services, LLC™ is to improve the lives of people in our communities, one property at a time. To be responsible for overall management of multiple site operations and supervision of maintenance of the physical properties. Above all else, the spirit of teamwork and cooperation with other team members will not only improve the job you do, but enhance the entire work experience.

Duties and Responsibilities

General Administration:

- Collect rents and maintain computer records according to the Prism Real Estate Services (PRES) policies and procedures.
- Process requests for rent adjustments in accordance with established procedures, including obtaining verifications, entering information into computer, etc.
- Prepare and monitor site budget.
- Post charges associated with work orders, late charges, etc. by entering them in computer and generating notices for residents.
- Follow-up delinquent accounts and pursue collections in accordance with established procedures.
- Monitor expenses to ensure spending is within guidelines.
- Maintain tenant files and related documentation regarding continuing eligibility and adjustments.
- Show vacant apartments utilizing professional marketing procedures, and maintain a high level of continued occupancy by leasing property in a timely manner.
- Check references and other information on resident applications through PRES approved credit and criminal investigative service.
- Complete Rental Agreements.
- Make daily bank deposits.
- Prepare reports in accordance with established procedures.
- Complete move-in and move-out packages to Property Accountant for permanent filing and disbursement of security deposits.
- Address resident concerns in a professional manner.
- Send/Post all notices regarding compliance to rules and regulations when a violation occurs.
- Hire, train, supervise and (sometimes) terminate site staff.
- Issue purchase order numbers and track purchases from order through invoice.
- Process invoices for correctness, accuracy, and proper coding.
- Purchase office supplies and other administrative supplies for the property.
- Maintain and reconcile the property's petty cash fund.
- Write advertisements as needed, obtain prices and place advertisements (with PRES Corporate approval) in the appropriate publications for best exposure for the community. Submit PRES Concession Approval Form, if applicable.
- Establish and maintain a waiting list per established procedures.
- Complete and submit PRES Incident Reports for all events that may involve injury and/or damage.
- Maintain the property business office in a neat, orderly and business-like manner at all times with regularly scheduled office hours per established procedures.

General Repair and Maintenance Including Grounds Maintenance:

- Oversee maintenance of the grounds, trash container areas, and common areas not allowing any trash or debris to accumulate.
- Oversee all work associated with the upkeep and maintenance of the grounds.
- Be sure all vacant apartments are cleaned immediately and made ready for showing and occupancy within three days after move out.
- Log all resident complaints and dispatch maintenance personnel promptly. Items covered under warranties should be reported to the appropriate maintenance companies and followed up for prompt repairs.
- Generate work orders in response to requests for repairs from residents, coordinate completion of repairs, and close out work orders in accordance with established procedures.
- Conduct property inspections, including move-in, housekeeping, and grounds in order to assure adherence to established standards.
- Maintain records of the status of assigned units, e.g. filled, vacant, anticipated vacancy, etc.
- Assist with security activities by communicating with security personnel regarding specific problems, and participating in "knock and talk", as needed.
- Be available at all times either personally, or through other site personnel, for emergency calls.
- Maintain community-owned materials and tools in a neat and orderly manner at all times.
- Maintain a neat and organized workshop area free of clutter and debris for these tools. Upon completion of a maintenance task, all tools and excess supplies shall be cleaned up and stored properly.

**Tenant Relations:**
- Counsel residents who are not complying with the terms of the lease, and concerning delinquent payments.
- Refer residents with special problems, such as economic, social, legal, health, etc. to groups or agencies that provide assistance, or to resident services coordinator, as appropriate.
- Resolve conflict and complaints among residents, if possible, in order to avoid grievances.
- Recommend eviction if resident behavior warrants, and prepare related documentation to support recommendation.
- Schedule and complete customer surveys in order to identify resident needs, assess quality of services, etc.
- Participate in hearings and appeals as needed.

**Supervising Personnel:**
- Participate in pre-employment interviews and make hiring recommendations as needed.
- Interpret and apply personnel policies, departmental policies, and other relevant policies and procedures.
- Review time and leave reports for assigned staff.
- Train or assist in training other site personnel.
- Prepare and review performance appraisals and discuss with subordinates as appropriate.
- Counsel employees regarding job performance and document in accordance with established procedures.
- Recommend disciplinary action as needed.
- The Property Manager is authorized to delegate authority to key employees. The Property Manager's responsibility is always primary, even for activities delegated to subordinates.

**Skill Requirements**
- Knowledge of PRES policies and procedures, particularly as they pertain to property management.
- Knowledge of Department of Housing and Urban Development ("HUD") rules and regulations that apply to property management.
- Knowledge of laws and standards that apply to property management, such as Fair Housing Laws, Landlord-Tenant Law, OSHA Standards, local and state building codes.
- Basic knowledge of building maintenance, fire prevention and liability reduction principles.
- Knowledge of basic office practices, procedures, and equipment.
- Knowledge of the principles of management and supervision.
- Knowledge of the operation of the PRES computer system and software.
- Knowledge of the agencies that provide assistance and services to residents, including some knowledge of eligibility requirements.
Qualifications for this Position

- Bachelor’s degree in management, business administration, social science area or closely related fields.
- Minimum of five-year’s experience in property management and experience involving public contact.
- Valid driver's license and up to date vehicle insurance.
- Use of personal automobile for local job-related travel and pick-up.
- Neat, clean and appropriate appearance.
- Meet PRES Criminal Background & Credit Check, prior to employment
- Successful completion of Grace Hill Fair Housing workbook, upon employment
- Successful completion of OSHA Refresher Program, upon employment
- Continuing Education: Lezage Training Program
- Successful completion of eRiskHub On-line Security Training Program, upon employment

NOTE: This job description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job classification.