
PROPERTY MANAGER JOB DESCRIPTION

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 site operations and supervision of maintenance of the physical property. 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:

- Maintain a professional image and attitude in keeping the objectives of Prism Real Estate Services (PRES) and residents' welfare.
- Answer the phone pleasantly and professionally.
- Maintain courteous communication with residents, applicants and representatives of other companies.
- 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 investigation service.
- Complete Rental Agreements.
- 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 market surveys monthly.
- Prepare and monitor site budget.
- Monitor expenses to ensure spending is within guidelines.
- Process invoices for correctness, accuracy, and proper coding.
- Purchase office supplies and other administrative supplies for the property.
- Collect rents and maintain computer records according to the Prism Real Estate Services (PRES) policies and procedures.
- 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.
- Update DQ notes on a weekly basis or as needed.
- Make daily bank deposits.
- Prepare/send delinquent accounts to the Director of Multifamily for approval.
- Complete move-in and move-out inspections and send move-out Final Account Statement to Property Accountant for permanent filing and disbursement of security deposits.
- Complete and submit PRES Incident Reports for all events that may involve injury and/or damage.
- Complete WOSR weekly.
- Process requests for rent adjustments in accordance with established procedures, including obtaining verifications, entering information into computer, etc.
- Maintain tenant files and related documentation regarding continuing eligibility and adjustments.
- Address resident concerns in a professional manner.
- Send/Post all notices regarding compliance to rules and regulations when a violation occurs.
- Maintain the property business office in a neat, orderly and business-like manner at all times with regularly scheduled office hours per established procedures.
- Prepare service agreements for work performed on property and maintain Vendor Service Agreement/COI binder.
- Perform Assistant Property Manager and Leasing Professional roles as needed.

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.

Member of



8826 Santa Fe Drive, Ste 300
Overland Park, KS 66212
O 913.674.0438 F 913.254.3574
www.prismres.com

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.
- Maintain the make ready process and update the make ready board.
- 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 3-5 days after move out, unless involved in a renovation.
- 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.
- Conduct quarterly inspection reports.
- Participate in Capital Project meetings, inspections and final punch.

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 and enter into TLO.
- 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.
- Hire, train, supervise, provide disciplinary action and (sometimes) terminate site staff.
- 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.
- Knowledge of basic English in order to communicate verbally and in writing.
- Knowledge of mathematics sufficient to perform calculations required for summarizing rent collections, making deposits, and for rent adjustments.
- Ability to maintain required records such as tenant files, vacancy reports, etc.
- Ability to procure goods and services in accordance with PRES procedures and in keeping with the assigned Operating Budget for the property.
- Ability to read and interpret policies and guidelines in order to make sound decisions.
- Ability to prepare clear concise reports and make appropriate recommendations within scope of responsibility.
- Ability to communicate verbally and in writing.
- Ability to generate records, receipts, and reports efficiently using a calculator and the computer system.
- Ability to establish and maintain effective working relationships with peers, superiors, residents, community service agencies, and the public.
- Ability to manage multiple priorities and multiple demands to accomplish tasks in accordance with established requirements.
- Skilled in analyzing situations in order to identify problems and offer possible solutions.
- Skilled in communicating with all types of people in a wide variety of situations.

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
- Ability to sit for long periods of time.
- Be able to walk entire property.
- Be able to climb stairs up to 10 times a day.
- Successful completion of the EasyLMS Fair Housing Test, upon employment
- Successful completion of EasyLMS OSHA Standards Test, upon employment
- 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.