

Community Manager Job Description

COMPENSATION

Position is considered exempt **unless** the total number of units is less than 200. Eligible for commissions and annual bonus as defined under current programs.

POSITION SUMMARY

The person in this position is responsible for all aspects of the community's operations and objectives. Accountable for: operating the property budget with the primary objective of increasing the Net Operating Income (NOI) by meeting or exceeding budget for revenue and expense independently; maintaining the physical asset; providing a quality living environment for residents; and establishing a positive and productive working relationship with the staff. This position reports to the Regional Portfolio Manager or Area Manager.

KEY RESPONSIBILITIES

Key responsibilities of this position include, but are not limited to the following:

- Oversees the day-to-day financial, sales, marketing, maintenance, and administrative operations of the community
- Effectively manages personnel throughout their employment lifecycle, i.e., selection through separation. This includes candidate selection, career planning and development, accountability and performance management, and recognition
- Manage expenses closely and within budget, communicate any overages in advance, actively pursue expense savings.
- Maintains the highest level of customer service for prospects, residents, vendors, and corporate departments
- Manages financial performance and remains current on market conditions
- Pursue revenue via additional opportunities through other income audits; actively participate in rate setting for new leases and renewals ensuring we are maximizing rental income.
- Compliance with company standards as defined in the Human Resources Policy Manual, Operations Playbook and applicable laws, e.g., Fair Housing, Landlord Tenant, Local Building Codes, OSHA, and EEOC

ATTENDANCE

Position requires ability to work any of the 7 days of the week, 52 weeks of the year. It is critical that individuals possess the ability to work their scheduled hours plus any other hours necessary to complete the job and must attend training classes as scheduled. Work schedules and location assignments are subject to change. Ensure compliance with time management policies including meal and rest periods.

MINIMUM JOB REQUIREMENTS

- High school diploma or equivalent preferred, some college preferred
- Property management certification strongly preferred
- Two to five years property management experience preferred or related management experience
- Proven ability to supervise staff of two or more associates
- Solid sales, marketing and customer service experience
- Knowledge of budgets and financial statements and ability to work within budgeted guidelines
- Proven organizational and time management skills
- Valid driver license and automobile insurance
- Ability to read and write English; speak English and understand spoken English
- Proficient understanding of the Microsoft suite, property management software preferred

PHYSICAL REQUIREMENTS

- Job is intermittently sedentary, but requires mobility (i.e., climb stairs) to tour community on a daily basis
- Will use some repetitive motion of hands/wrists using a computer
- Requires light lifting

Community Manager Performance Standards

The purpose of the performance standards is to outline more specifically the details of the position. This is not an all-inclusive list, and duties specific to another position may be assigned to you.

COMMUNITY OPERATIONS

- Identifies capital improvements for revenue generation
- Actively manages the rent increase process
- Identifies and communicates potential risks and liabilities and follows through to completion
- Consistently meets physical occupancy goals
- Ensures that data is updated daily in all software programs as applicable (e.g., Yardi, Yieldstar, etc.)

FISCAL MANAGEMENT

- Displays proficient knowledge and ownership of the budget process, obtains approval for out of budget conditions
- Consistently maintains the annual operating budget (i.e., Gross Income, Total Operating Expense, NOI, Capital Expense, and financial occupancy goals)
- Completes accurate and timely review of financial statements according to company policy
- Proficient in all aspects of property accounting (e.g., Deposit Accounting, NSF, check processing, Purchase Order management, etc.)

LEADERSHIP/PERSONNEL MANAGEMENT

- Interacts productively with coworkers, vendors, prospects and residents in a professional manner
- Maintains a professional appearance at all times
- Accepts responsibility for the success/failures of the community
- Actively provides coaching and additional training for associates; ensures required trainings have been completed
- Actively fosters a culture of teamwork and cooperation among associates
- Holds associates accountable for quality of work and timeliness of service
- Complies with requests from HR/Payroll and all other corporate departments in a timely manner
- Coaches staff regarding opportunities for growth and improvement
- Consistently monitors associate time cards and schedules and ensures compliance with company policy. Approves timecards according to company policy.
- Delegates tasks and responsibilities to appropriate associates and establishes priorities

CUSTOMER SERVICE/MARKET KNOWLEDGE

- Demonstrates effective sales skills over the phone and in person
- Responsible for ensuring that the physical appearance of the community complies with company standards
- Proactively researches submarket in order to understand vacancy and pricing trends
- Understands market specific trends and effectively markets and prices apartments
- Ensures internet marketing and websites are updated per policy

ADMINISTRATION/OTHER DUTIES

- Adapts to change and follows instruction

- Receives constructive feedback in a professional manner
- Completes error free, high quality reports in a timely manner
- Proficient in computer applications and usage as it relates to property management
- Completes all company required training in a timely manner
- Manages administration of resident files to ensure completeness and accuracy

Community Manager Acknowledgment

This job description is not an all-inclusive list of functions and tasks. Job functions may be added, deleted or modified at any time by your management team. Receipt or possession of this job description does not constitute a contract of employment.

I acknowledge I have reviewed and am in receipt of the Community Manager Job Description related to my position with Essex Property Trust.

Employee Signature

Date

Manager Signature

Date

Printed Name

Printed Name