

Senior Assistant Manager Job Description

COMPENSATION

Position is non-exempt and eligible for pre-approved overtime. Eligible for commissions and annual bonus as defined under current programs.

POSITION SUMMARY

This position is reserved for properties which consist of at least 500+ units AND/OR properties operated under a Community Manager who oversees at least 2 separate properties (often referred to as “Multi-site”). The person in this position is responsible for all phases of the community’s operations and objectives, and to lead in that capacity in the absence of the Community Manager and is expected to interpret and consistently implement the policies and procedures of the company, providing a quality living environment for residents, and establishing a positive and productive working relationship with the staff. This position reports to the Sr. Community Manager or Community Manager.

KEY RESPONSIBILITIES

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

- Oversees, in conjunction with the Community Manager, day-to-day financials, sales, marketing, maintenance, and administrative operations of the community
- Completes accounting responsibilities including revenue management, collections, and timely processing of Deposit Accounting
- Maintains the highest level of customer service for prospects, residents, vendors, and corporate departments
- Consistently leads by example, monitoring tasks performed by staff, delegates work and provides performance coaching when necessary
- 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
- Two to five years industry experience preferred or related experience
- Two years bookkeeping or related 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

Senior Assistant 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

- Investigates resident complaints and lease violations providing resolution in a timely manner
- Effectively differentiates between typical resident issues and potential liabilities
- Follows up on guest cards, applications and lease files daily
- Monitors maintenance and capital projects ensuring compliance with company standard
- Participates in planning and scheduling routine maintenance and major repairs for the property
- As directed by the Community Manager, administers lease renewal program

FISCAL MANAGEMENT

- Provides revenue management recommendations by reviewing rents, availability, and market conditions
- Prepares lease renewal strategies to achieve desired occupancy and revenue goals
- Proficient in all aspects of property accounting (e.g., Deposit Accounting, NSF, check processing, Purchase Order management, etc.)
- Executes Pay or Quit Notices, unlawful detainer filing, and preparation of collection documents in accordance with company policy
- Pursue delinquent accounts by contacting residents via email, phone and in-person
- Completes timely and accurate processing of Accounting Pre-Month and Month-End close of Yardi

LEADERSHIP/PERSONNEL MANAGEMENT

- Interacts productively with coworkers, vendors, prospects and residents in a professional manner
- Maintains a professional appearance at all times
- Competently completes managerial responsibilities in absence of the community manager
- Fosters a culture of teamwork and cooperation among associates
- Holds associates accountable for quality of work and timeliness of service
- Demonstrates the ability to supervise associates and provide developmental feedback as necessary
- Effectively supervises the sales team

CUSTOMER SERVICE/MARKET KNOWLEDGE

- Demonstrates effective sales skills over the phone and in person
- Participates in completion of market surveys
- Understands market specific trends and effectively markets and prices apartments
- Ensures internet marketing and websites are updated per policy
- Participates in sales goals and monthly updates

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

Senior Assistant 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 Senior Assistant Manager Job Description related to my position with Essex Property Trust.

Employee Signature

Date

Manager Signature

Date

Printed Name

Printed Name