



<https://sremi.com/job/9349/>

## Resident Manager

### Description

The Resident Manager is responsible for the day-to-day operations of five smaller communities that are managed out of one leasing office. The Resident Manager will handle resident relations, marketing, leasing, account receivables, accounts payable, posting notices, scheduling turns, working with vendors, and working under the direction of their assigned District Manager.

### Qualifications

1. Must be fully able to communicate in English, both verbally and in writing.
2. Education/Experience: minimum High school education/GED; college degree preferred; three to five years' experience as a resident manager or assistant manager; minimum one year in managerial/supervisory position, supervising three or more subordinates.
3. Ability to read and comprehend instructions, correspondence and memos.
4. Ability to write correspondence using proper grammar and punctuation; and, to effectively present information in one-on-one and small group situations to vendors, residents/applicants, and employees.
5. Able to calculate figures and amounts such as discounts, prorates and percentages.
6. Ability to handle finances, working within a budget.
7. Strong computer skills, including industry related software aptitude.
8. Ability to be flexible and adapt to multiple responsibilities and priorities.
9. Ability to work with established accounting and bookkeeping procedures.
10. Knowledge of maintenance and repair work and ensure that all requests are handled on an immediate (within 24-hours) on-call basis, if possible, adhering to maintenance priorities.
11. Ability to work with and understand the problems and attitudes of residents in an effort to resolve resident concerns.
12. Professional appearance, positive attitude, good sense of humor, energetic, assertive, and capable role model for subordinates.
13. Demonstrated integrity, professionalism, and self-control to allow dealing with confrontational residents, personnel issues, and other challenging people.
14. Dependable transportation.
15. Proof of automobile insurance.
16. Valid drivers' license.
17. Maintain residence telephone service.
18. Maintain pager in operable condition.
19. Ability to adhere to the company policies and procedures as directed in the Employee Handbook.
20. Ability to pass Fair Housing Test.

### Responsibilities

#### 1. GENERAL RESPONSIBILITIES

- A. Responsible for maintaining the physical asset and maximizing the financial returns from the asset, under the general direction of the DPM, VP, President or Designated Broker and in accordance with the owner's objectives.
- B. Responsible for the hiring/firing, training, supervising, developing and managing

### Employment Type

Full-time

### Job Location

SW Portland

### Working Hours

9 am to 6 pm

### Date posted

May 16, 2024

staff, using sound judgment and regard for safety policies.

C. Be knowledgeable of, and enforce the policies and procedures of the company and comply with Landlord & Tenant laws and other government regulations.

D. Responsible for knowledge and administration of proper leasing methods and processes including accurate use and timely submission of forms and records, and directing staff in the same.

E. Responsible for maintaining data input to computer programs used in the office record keeping and tenant information, maintaining confidentiality in the process, and directing staff in the same.

F. Oversee the accurate and timely completion of timecard/payroll records as required by Summit.

G. Maintain a safe work environment and immediately report any safety or health hazard, emergency, or incident to supervisor. Train employees in safety awareness and proper use of safe practices.

H. Maintain professional relationships with other departments/staff within the company.

I. Supervise the Leasing Office staff including, but not limited to: reviewing and signing all rental applications and lease forms checking accuracy and compliance with rental policies; delegating and overseeing marketing and ad preparation; and monitoring rent receipts and deposits.

J. Supervise and oversee the maintenance staff including, but not limited to: scheduling of maintenance work; establishing emergency on-call schedule; inspecting work completed; regularly inspecting grounds and common areas; and supervising apartment turns.

K. Coordinate the work of vendors and purchase of materials keeping within budget guidelines. Enforce use of the Purchase Order program.

L. Make recommendations to DPM/VP/President for physical repairs, replacements, and/or improvements to the property, which may include recommending purchase of supplies, materials and equipment.

M. Adhere to all company policies concerning operations and procedures.

N. Follow the directives of the DPM, VP or President and Designated Broker including performing other work assignments.

## 2. RESIDENT RELATIONS

A. Ensure response to tenant inquiries and requests are done in a timely and considerate manner, complying with Fair Housing Law at all times.

B. Maintain accurate and complete resident records, and enforce a fair and comprehensive rental and collection policy.

C. Participate in details of move-ins and move-outs giving special attention to apartment inspections where applicable.

D. Manage resident concerns and property incidents in a discretionary and timely manner and resolve them as necessary.

E. Establish courteous and professional rapport with residents, making resident retention a high priority.

F. Utilize available and approved marketing techniques in a manner that will achieve high occupancy and a favorable resident profile.

G. Represent Summit in a professional manner, including in attire, appearance and demeanor, and ensure staff do the same.

H. Avoid personal relationships with Residents.

### **Job Benefits**

100% employer paid health and dental insurance, paid vacation, paid holiday time, paid sick leave, and elective FSA 125 spending account, life insurance, STD, and 401(k) matching.