

## **JOB PERFORMANCE STANDARD – On-Site Manager**

### **TYPE OF WORK:**

On-Site Manager

### **SKILLS, KNOWLEDGE AND PERSONAL CHARACTERISTICS:**

The following attributes are desirable for job success: experience in managing multi-family properties, certification as a resident manager (ARM, CAM, etc.), ability to supervise staff, bookkeeping experience, ability to communicate effectively, safety conscious, ability to assert yourself, preference for detail work, ability to work well under pressure, self-motivation and self-direction, ability to work with/without direct supervision, and the ability to develop a team and be a team leader.

### **SUMMARY OF FUNCTIONS:**

Supervisory position with authority, responsibility, and accountability to plan, implement and monitor operations, profitability, quality service, marketing and resident relations of the property, while maintaining the company investment. Utilize management skills to train, motivate & empower our associates to reach their goals and those of our property.

### **MAJOR DUTIES AND RESPONSIBILITIES:**

Duties include, but are not limited to:

- 1) Schedule, supervise and direct the daily activities of all on-site staff.
  - a. Prioritize, assign and monitor daily activities, service requests, make-ready priorities and construction projects.
  - b. Conduct training, coaching and disciplinary action, as needed, per standards of the management company.
  - c. Complete performance appraisals as scheduled.
  - d. Create an atmosphere of cooperation, enthusiasm, service urgency, teamwork, customer satisfaction, and professionalism among staff members.
  - e. Supervise management of inventory system in conjunction with maintenance supplies and personnel.
  
- 2) Responsibility of fiscal budgetary compliance to approved operation budgets.
  - a. Complete budget preparation and annual property inspection for same.
  - b. Maintain a budget control log and review financial statements monthly.
  - c. Achieve budget goals regarding occupancy, expenses, NCF, etc.
  - d. Review monthly income and expense reports and report on any variance from budget.
  - e. Negotiate for supplies and services with vendors and contractors to achieve best possible prices.
  - f. Obtain purchase orders per policy and advise supervisor of any expense overages.
  - g. Ensure all invoices are processed/posted on a daily basis per company standards.
  - h. Maintain cash receipt journal, daily and monthly reports.
  - i. Control petty cash fund.
  
- 3) Compliance with management company personnel, operations policy and procedures, and company standards.
  - a. Stay abreast of current policies and guidelines, maintain policy manual as changes are effected, and review and monitor policies with employees to insure compliance.
  - b. Inspect property daily to ensure a quality presentation of the community.
  - c. Maintain resident relations and deal with complaints and problems relating to service and lease provisions.
  - d. Ensure timely submission of all reports per standard.
  - e. Process and select new residents in accordance with the management company's Statement of Rental Policy.

- f. Maintain records and resident files in an orderly and up-to-date manner.
  - g. Collect rent, maintain account records, and make bank deposits.
  - h. Prepare legal action for eviction when necessary.
- 4) Provide effective marketing and communications, including advising management of pertinent issues as related to the community, market, or other respective issues.
- a. Prepare advertising and marketing plan for the development.
  - b. Show and lease apartments, handle telephone inquiries.
  - c. Conduct periodic market surveys.
  - d. Collaborate with property manager to assess changes in rental market through analysis of customer traffic and rental records.
- 5) Plan, promote and implement effective Resident Retention program.
- a. Communicate with residents through monthly newsletters, monthly community activities, regular resident recognition, follow-up on service requests (10% per week) and continual promotion of resident services.
  - b. Organize and direct the Lease Renewal program by contacting resident at least 30 days in advance to schedule appointment for home visit, review of "gift" options and signature on renewal lease.
  - c. Perform effective annual apartment inspections of each unit, including Home Visits with each renewal lease.

**ORGANIZATIONAL RELATIONSHIPS:**

Report directly to the property supervisor. Train and supervise on-site personnel. Work with administrative division staff, other site managers, other management company employees, outside vendors, and service providers.

**OTHER REQUIREMENTS:**

**Hours of Work:** Basic schedule includes, but is not limited to, coverage of office from 8:00a.m. to 5:30p.m., Monday through Friday, and 10:00a.m. to 5:30p.m., Saturday. One day off, as scheduled with assistant manager and property manager. Manager is required to work at least one Saturday per month. Must be on call "24 hours". This is not a 40 hour per week job!!

**Experience:** Presently or previously employed with a management company as an assistant manager receiving satisfactory performance evaluations.

**Seniority:** Must have employment seniority over other eligible applicants.

**Education:** Two years of college, or related business experience.

**Physical Requirements:** Extensive mobility and good physical condition. Must be able to perform the physical functions of the position, which may include, but are not limited to: ability to walk property, including 4 flights of stairs, to complete physical inspections, deliver resident communications, and show apartments. Be able to effectively communicate with residents, staff, supervisors, vendors, etc. Must be able to lift a minimum of 60 lbs. to facilitate vacuuming, moving office furniture and lifting of supplies.

**Residency:** Must meet the qualifications for residency in the community for which they have applied.

**Pre-Employment Test Scores:** 70% or better on Wonderlic Clerical Exam, successfully complete pre-employment psychological and basic skills exam, including interest patterns. Pass drug test.

Must have a reliable vehicle to perform various management tasks and errands, including daily bank deposits. Must have proof of liability insurance for same.

Bondable and Valid Driver's License.

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