



JOB DESCRIPTION

PROPERTY MANAGEMENT SUPERVISOR

Property Management Supervisor Job Summary:

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The Property Management Supervisor is fully accountable for all day to day property operations, overseeing and enhancing the value of the property.

Reports to: Manager

Qualifications:

The ideal candidate will be proficient in Microsoft Office Suite with an emphasis on Excel and Word. The candidate must have experience associated with administrative duties and possess strong attention to detail with the ability to prioritize and juggle multiple job functions. A strong background in customer service, some basic knowledge of building structures and experience in coordinating and scheduling are essential.

Supervises: Supervises Maintenance staff

Job Responsibilities:

Financial

- Demonstrate ability to understand financial goals, operate asset in owners' best interest in accordance with Policies & Procedures Manual.
- Maintain accurate records of all community transactions and submit on timely basis (i.e., rent rolls, delinquency reports, move-in/move-outs, etc.).
- Prepare annual budgets and income projections in a timely and accurate manner.
- Ensure that all rents and late fees/check charges are collected, posted and deposited in a timely manner.
- Generate necessary legal action, documents and process in accordance with State and Company guidelines.
- Provide constant vendor/contractor communications concerning scheduling, billing, vendor relations and certificates of insurance.
- Ensure that A/P invoices are submitted for payment.



Leasing

- Ensure property is rented to fullest capacity.
- Utilize marketing strategies to secure prospective residents.
- Confirm that leasing techniques are effective in obtaining closing.
- Continually monitor and analyze traffic logs, conversion ratios, budget guidelines, renewal information, marketing data, etc., to be able to give up-to-date and proper information when requested by others.
- Represent the company in a professional manner at all the times.

Administrative

- Confirm all leases and corresponding paperwork are completed and input to software System accurately and on a timely basis.
- Ensure current resident files are properly maintained.
- Ensure all administrative paperwork is accurate, complete and submitted on a timely basis.
- Lead emergency team for community. Ensure proper response and handling of all community emergencies with staff, residents, buildings, etc. within company guidelines to minimize liabilities (i.e., criminal activity on community, employee/resident injuries, fires, floods, freezes, etc.).

Resident Retention

- Deal with resident concerns and requests on a professional and timely basis to ensure resident satisfaction with management.
- Develop and/or implement resident retention programs (i.e., resident functions, special promotions, monthly newsletters, etc.).
- Ensure distribution of all company or community-issued notices (i.e., bad weather, emergency, etc.).
- Consistently implement policies of the community.

Personnel Management

- Consistently use successful techniques and company directives to screen, hire, orient and train new personnel.
- Ensure efficiency of staff through ongoing training, instruction, counseling and leadership.
- Plan weekly/daily maintenance staff schedules and assignments.
- Administer action plans consistently, and on a timely basis with performance problems. Document appropriately, communicate situation with Manager.
- Provide support to staff to encourage team work and lead as an example in creating a harmonious environment.
- Ensure all administrative processes involving personnel are handled on a timely basis (i.e., performance evaluations, time sheets, change of status forms, etc.).



Lucy E. Lopez, MS
Board Chair

Nilda I. Ruiz, MBA
President & CEO

Maintenance

- Maintain community appearance and ensure repairs are noted and completed on timely basis. This requires regular community inspections and tours.
- Assure quality and quantity of market ready apartments.
- Ensure that models and market ready apartments are walked daily and communicate any service related needs to maintenance.
- Ensure that all service requests are recorded and communicated appropriately to maintenance.
- Track all capital improvement purchases and updates.
- Obtain Bids – Snow removal, landscaping, rubbish & maintenance repairs, etc.
- Initiating and overseeing maintenance projects.
- Turnovers, general maintenance, repairs, maintain fire systems, grounds upkeep, and overall upkeep of large multi-family properties.
- Developing and maintaining relationships with vendors, negotiating pricing, collaborating on approved vendor list, keeping vendor list updated.
- Inventory maintenance and upkeep.

Safety:

- Learn and ensure compliance with all company, local, state and federal safety rules.
- Ensure that unsafe conditions are corrected in a timely manner.