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**TANDEM PROPERTIES, INC.**  
**Basic Job Description**

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**JOB TITLE:** ASSISTANT RESIDENTIAL MANAGER

**Job Summary:** Assists in overseeing a multifamily operation which includes an affordable housing and Section 8 Housing Choice Voucher component, working closely with the Residential Manager to oversee the day-to-day operation of the property, including leasing, rent collection, resident services, office administration and maintenance of the grounds and facilities.

**Classification:** Full-time, non-exempt, regular

**Reports to:** Residential Manager

**Supervises:** In the absence of the Residential Manager, assists in supervision of all site employees

**ESSENTIAL DUTIES**

**Renting Activities:** Manage all responsibilities of the leasing process assisted by the leasing agent:

- Maintain guest card system and record traffic on appropriate weekly reports
- Conduct daily morning inspections of vacant units, model units and common area facilities to ensure readiness
- Show community and apartment model and apply product knowledge to clients' needs by communicating the features and benefits; close the sale.
- Have prospect complete application and pay deposit in accordance with the company procedures and Fair Housing requirements
- Process applications for approvals (i.e., background check, rental history, etc.) and follow up with applicant regarding status
- Update availability using online portal
- Orient new residents to community
- Monitor renewals; distribute and follow-up on renewal notices
- Assist in monitoring advertising effectiveness
- Distribute all company or community-issued notices
- Assist with 'turnover'

**Rent Collections**

- Assist with timely rent collections, move-ins, move-outs and notices on computerized system
- Assist with the preparation, service and follow-up of all current and delinquent rent notices required for apartment units and storage units
- Assist with bill-backs for all-inclusive programs (gas and electricity services) and collection of reimbursement

**Resident Services & Retention:** Provide positive customer service to current and prospective residents, including but not limited to:

- Prepare office by making sure all areas are presentable, with retention amenities (coffee bar, cookie station, etc)
- Complete maintenance Service Request and inform the maintenance team; answer questions for residents about community, repairs, rent, rules, etc.; follow up on a timely basis if unable to respond to residents on all matters.
- Ensure all maintenance repairs are handled satisfactorily
- Sort and organize mail, including resident packages
- Contribute to cleanliness and curb appeal of the community on continuing basis
- Assist in planning resident functions; attend functions and participate as host for any functions as directed by the Residential Manager
- Enforce policies of the community

#### **Administration and Recordkeeping**

- Prepare invoices for manager's approval
- Assist in gathering written bids or quotes for budget proposal
- Assist in scheduling and supervision of vendors for turnover of apartments
- Maintain resident and vendor files
- Manage bookkeeping, preparation of accounting reports, and posting rents.
- Operate 10-key calculators, copy and facsimile machines to perform calculations, produce and distribute documents
- Organize vendor files and ensure documents are filed appropriately

#### **Maintenance**

- Assist with monitoring the physical condition of the property and managing its upkeep (project improvements)
- Ensure open and clear communication between maintenance and manager
- Perform maintenance inspections with maintenance team before turnover

#### **Marketing**

- Assist in placing, removing/updating banners, balloons, bandit signs, flags, etc.
- Distribute newsletters, pamphlets, flyers, etc
- Assist in conducting market surveys and shop competitive communities
- Assist in graphic design for social media events using branding guidelines
- Create and post advertisements on platforms such as Facebook, Craigslist, etc.

#### **Social Media**

- Oversee customer care agent's management of all social media platforms
- In customer care's absence, ensure maintenance and upkeep of all social media platforms
- Create graphics for social media platforms in tangent with the policies and guidelines

#### **Miscellaneous**

- Assist in property marketing activities including Housing Day and Dorm Presentations
- Perform other duties as may be required

**REQUIREMENTS:**

Education: High school diploma; college degree preferred

Experience: 1-2 years work experience, or college degree; Property management experience a plus.

Competencies:

- Must be able to multi-task and be highly organized
- Must have good oral and written communication skills
- Must have good interpersonal skills and a customer service orientation
- Must be motivated and know when to take initiative
- Must be a team player
- Must have computer proficiency with Microsoft Word, Excel, Google platforms (Drive, Email, etc)
- YARDI experience a plus
- Must have knowledge of social media platforms including but not limited to: Facebook, Instagram, Twitter, Blogging

**Other Requirements**

- Valid California driver's license
- Current automobile insurance
- Must be able to work occasional weekend hours

**Physical Job Description**

<b>Job Title:</b>	
<b>Typical Working Conditions:</b> (Describe environment including exposure to heat, cold, fumes, chemicals, allergens, mold, etc.)	Air-conditioned rental office. Apartment complex grounds.
<b>Equipment Used:</b> (List all manual and automated equipment used in the course of performing essential functions.)	Computer Telephone Copy machine Fax machine
<b>Essential Physical Tasks:</b> (List all physical tasks encountered in performing essential functions.)	Climbing stairs Lifting small objects Working extended hours during peak seasons and turnover

## Analysis of Physical Demands

**Key** (Based on typical week):

**N**=Never

**R**=Rarely (Less than 1 hour per week)

**O**=Occasional (1%-33% of time)

**F**=Frequent (34%-66% of time)

**C**=Constant (over 66% of time)

Activity	Frequency					Activity	Frequency				
	N	R	O	F	C		N	R	O	F	C
<b><i>Lifting/Carrying</i></b>						<b><i>Twisting/Turning</i></b>					
Under 10 lbs			x			Reach over shoulder			x		
11-20 lbs		x				Reach over head			x		
21-50 lbs		x				Reach outward			x		
51-100 lbs	x					Climb			x		
Over 100 lbs	x					Crawl		x			
						Kneel		x			
<b><i>Pushing/Pulling</i></b>						<b><i>Squat</i></b>					
Under 10 lbs			x			Sit				x	
11-20 lbs		x				Walk-Normal Surfaces				x	
21-50 lbs		x				Walk-Uneven Surfaces			x		
51-100 lbs	x					Walk-Slippery Surfaces		x			
Over 100 lbs	x					Stand				x	
						Bend			x		
<b><i>Driving</i></b>											
Automatic Trans			x								
Standard Trans	x										
<b><i>Other</i></b>											
Keyboard/Ten Key				x							
Fingering (fine dexterity)			x								
Handling (grasping, holding)				x							
Repetitive Motion - Hands				x							
Repetitive Motion - Feet		x									