
TANDEM PROPERTIES, INC.

Basic Job Description

JOB TITLE: OFFICE ASSISTANT

Job Summary: Works closely with the Residential Manager and Assistant Residential Manager to assist with daily office operations, and annual leasing operations of the property. This is an entry-level position for a property management career.

Classification: Part-time, non-exempt, temporary

Reports to: Residential Manager or Assistant Residential Manager

Supervises: None.

ESSENTIAL DUTIES:

- Daily Activities:
 - provide customer service to current and prospective residents
 - greet callers/visitors to the rental office
 - deliver resident notices
- Renting Activities:
 - participate in all aspects of the leasing process
 - greet callers/visitors to the rental office
 - conduct tours of vacant and model units
 - promote resident lease renewals
 - move in new residents
 - move out non-renewing residents
 - provide customer service to current and prospective residents
- Administration and Record Keeping
 - ensures leasing documentation for prospective and current residents is complete and accurate
 - maintain guest card files
- Other
 - assist in property marketing activities including Housing Day
 - assist in organizing rent-up events
 - perform other duties as may be required

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REQUIREMENTS:

1. Education: High school diploma; some college coursework preferred
2. Experience: 1 year work experience; property management experience a plus.
3. Competencies:
 - Must speak and write English with proficiency
 - Must have good interpersonal skills and a customer service orientation
 - Must have good sales and communication skills
 - Must pay attention to detail
 - Must have computer proficiency with Microsoft Word and Excel
 - YARDI experience a plus
4. Other Requirements
 - Must have valid California driver's license
 - Must have current automobile insurance
 - Must be able to work occasional weekend hours

Physical Job Description

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

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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
<i>Lifting/Carrying</i>						<i>Twisting/Turning</i>					
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			
<i>Pushing/Pulling</i>						<i>Squat</i>					
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		
<i>Driving</i>											
Automatic Trans			x								
Standard Trans	x										
<i>Other</i>											
Keyboard/Ten Key				x							
Fingering (fine dexterity)			x								
Handling (grasping, holding)				x							
Repetitive Motion - Hands				x							
Repetitive Motion - Feet		x									