

# Tandem Properties, Inc.

## Basic Job Description

---

### **JOB TITLE: ASSISTANT RESIDENTIAL MANAGER – CAMPUS PROPERTIES**

**Job Summary:** Assists in overseeing two multi-family communities, two childcare facilities, and some group living houses. This job is located on the UCD campus and requires working closely with administrative UC Davis Student Housing staff, as well as working closely with the Residential Manager and other Assistant Manager to oversee the day-to-day operations 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 (customer care agent, maintenance supervisor, maintenance tech, vendors)

### **ESSENTIAL DUTIES**

#### **Renting Activities:**

- Manage all responsibilities of the leasing process including but not limited to:
  - Maintain guest card system and record traffic on appropriate weekly reports
  - Conduct daily inspections of vacant and model units and common area facilities in morning 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 a 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 applicants 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'
  - Understand the terms of the lease and effectively communicate them to lease signers

#### **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 child care facilities and group living houses and collection of reimbursement

# Tandem Properties, Inc.

## Basic Job Description

---

### **Resident Services & Retention**

- Provide positive customer service to current and prospective residents, including but not limited to:
  - Problem-solving and conflict resolution
  - Receive all telephone calls and in-person visits. Listen to resident requests, concerns and comments
  - Prepare office by making sure all areas are presentable, with retention amenities (coffee bar, cookie station, etc) ready for the day
  - Communicate with residents via email in regards to any issues pertaining to their apartment
  - 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, organize, and track mail, including resident packages
  - Contribute to the 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
- Schedule, coordinate, and organize annual maintenance inspections

### **Miscellaneous**

- Assist in property marketing activities including Housing Day and Dorm Presentations

# Tandem Properties, Inc.

## Basic Job Description

---

- Perform other duties as may be required

### 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

### 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 be self-motivated and able to take initiative
- Must have very strong oral and written communication skills
- Must be able to think critically and quickly in many situations
- Must have good interpersonal skills and a customer service orientation
- 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

- 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)	Computer Telephone

