
TANDEM PROPERTIES, INC.

Basic Job Description

JOB TITLE: ASSISTANT RESIDENTIAL MANAGER

Job Summary: Works 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 including giving tours and assisting prospects (virtual tours and in –person tours)
 - conduct daily inspections of vacant and model units in morning to ensure readiness
- 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
- Resident Services
 - provide positive customer service to current and prospective residents, including problem-solving and conflict resolution, assisting residents that come in to the office with questions / concerns
 - assist in organizing resident events and delivery and execution of events
 - posting notices to doors, vacuum, package, or prints drop off/pick up to resident doors
 - monitoring pool area, appointment check ins/ signing waivers and sanitizing pool area
- Administration and Recordkeeping
 - assist in timely preparation of rental reports for the corporate office
 - prepare invoices for manager’s approval
 - assist is gathering written bids or quotes for budget proposal
 - assist in scheduling and supervision of vendors for turnover of apartments
 - prepare bank deposits
 - maintain resident and vendor files
 - manage bookkeeping, preparation of accounting reports, and posting rents

- Maintenance
 - assist with monitoring the physical condition of the property and managing its upkeep (project improvements)
 - assist in handling resident service requests
- Miscellaneous
 - assist in property marketing activities including Housing Day and Dorm Presentations
 - interacting with vendors (mail carriers, SHA staff)
 - assisting with all aspect of turnover such as but not limited to – inspecting units - final move out and final walks, go backs, checking in residents/move in appointments – in person inquiries, pick up employee meals as needed, coordinate with vendors, check on progress of units, SDA forms
 - perform other duties as may be required

REQUIREMENTS:

1. Education: High school diploma; college degree preferred
2. Experience: 1-2 years work experience, or college degree; Property management experience a plus.
3. 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 and Excel
 - YARDI experience a plus
4. Other Requirements
 - Must be able to work occasional weekend hours

5. Physical Job Description

Job Title:	Assistant Residential Manager
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
	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
<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>						Squat		x			
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									