



Regional Manager

Reports To: Director of Operations

Supervises: Directly or indirectly supervises site staff members on the assigned properties:

Compensation: Exempt/Salary. Position is not eligible for overtime. May entail working hours as needed to perform the position requirements satisfactorily. Bonuses are at the discretion of the Director of Operations.

Goal: The driving motive to this position is to: **increase the value of the Real Estate assets through leadership, high regard to customer service, and monitoring activities relating to the operations of responsible portfolio**

Gillespie Group requires a background and drug screen as a condition of employment. A valid driving license and current automobile insurance is required. Position requires individuals to furnish their own vehicle to fulfill all the job's functions.

Education, Training and Experience/Qualifications: Responsibilities include but not limited to:

- **Education:**
 - A college degree is suggested but not required.

- **Experience:**
 - Previous management experience in property management is required, generally 4+ years.

- **Attributes:** The position requires the ability to lead and manage a team as well as conduct business in a manner that is professional and reflective of Gillespie Group's Core Values. In addition, the position requires the following:
 - Excellent leadership and communication skills
 - Superior understanding of sales and marketing concepts
 - Very strong customer service orientation
 - Good organizational and time management skills
 - Strong problem-solving skills
 - Experience with budgeting and financial analysis
 - Strong people management and motivational skills.

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- Should have strong working knowledge of property management computer software program, involving day to day accounting and property management reporting.
- Demonstrate and uphold all of Gillespie Group's core values, which include being a positive team player, creative solution oriented, industrious, knowledgeable and trustworthy

Financial Operations and Reporting:

- Oversee the operations of the community to meet cash flow objectives and achieving the highest possible net operating income through implementation of effective cost control and revenue improvement programs.
- Accurately prepare and convey all operational and financial data to the Director of Operations, Vice President and Director of Finance.
- Actively oversee the communities' annual budgets inside portfolio. Responsible for reviewing all budgets prior to submission to Director of Operations.

Leadership/Marketing/Leasing

- Lead and coach the on-site teams through feedback, effective communication, and setting expectations on the Gillespie Group way.
- Hire and Train employees
- Orchestrate, organize and monitor precise operational programs for all properties within your portfolio, including site files and records, resident relations and office management.
- Knowledgeable on fair housing policies, local and federal.
- Oversee and set the rental rates for each community and insure all appropriate security deposits and fees are being charged appropriately.
- Oversee Renewal Program by monitoring Lease Expirations and approve renewal rate increases.
- Serve on the board for Beaumont and Townsend on the Park condo associations.

Service/Maintenance:

- Work with the Facilities Manager to oversee all maintenance operations and curb appeal objectives, including preventative maintenance programs, maintaining high standard for property care, Capital Expense projects with regards to the buildings, grounds, unit interiors, and common areas.
- Work with the Area Service Supervisor and Facilities Manager to ensure that training for service staff is completed for areas not limiting to, customer service, fair housing, winter weather preparedness, OSHA guidelines, fire suppression care and maintenance, and monthly/quarterly/semi-annual inspections and property care.

Personnel

Developing a high-quality on-site team through effective recruitment, training, goal setting, motivation, and coaching programs.

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- Lead and promote EOS (Entrepreneur Operation System) within your region
- Provide proper employee orientation and training in accordance with the company's policy.
- Adhere to all company personnel directives as outlined in the Associate Handbook and other manuals.
- Review monthly commissions and bonuses to ensure information is in accordance to the schedule and policies set forth.

FAIR HOUSING ACT (“FHA”) / ANTI-DISCRIMINATORY LAWS & ORDINANCES:

Under the FHA, state laws and many local ordinances, no individual shall be subjected to discrimination because of race, color, gender, religion, sex, handicap, mental or physical ability, age, sexual preference, familial status or national origin in the sale, rental or advertising of dwellings, in the provision of brokerage services, or in the availability of residential real estate-related transactions. Said another way, fair housing is the right of individuals to obtain housing of their choice without discrimination based upon the above mentioned categories. The Gillespie Group expects each of its Associates to fully grasp and understand these anti-discriminatory policies and to adhere to these laws and ordinances in situations that are certain to occur in the ordinary course of business that the Gillespie Group provides to its clients. To that end, the Gillespie Group requires each Associate to periodically complete training courses on fair housing, landlord/tenant law and housing subsidy programs. Such training shall be paid for by the Gillespie Group and the Associate shall be compensated for the time either attending such training in person or via online courses.

THIS JOB DESCRIPTION MAY NOT BE ALL-INCLUSIVE AND EMPLOYEES ARE EXPECTED TO PERFORM ALL OTHER DUTIES AS ASSIGNED AND DIRECTED BY MANAGEMENT. JOB DESCRIPTION AND DUTIES MAY BE MODIFIED WHEN DEEMED APPROPRIATE BY MANAGEMENT.

SIGNATURES:

Employee Name: _____ Date: _____

Supervisor Name: _____ Date: _____

Job Descriptions are intended to present an illustrative description of the range of duties, the scope of responsibility and the required level of knowledge, skills and abilities necessary to describe the primary functions of the job; they are not intended to reflect all duties performed by those assigned to this classification.

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