



Assistant Manager Position Description

Reports to: Property Manager

Supervises: Directly or indirectly supervises all staff members on the assigned property

Compensation: Non-Exempt /hourly. Position is eligible for overtime. Incentive compensation plan based on individual property performance.

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 of the job's functions.

Qualifications:

1. **Education:** A college degree is suggested but not required. The position does require the ability to read and write English fluently, and the ability to perform advanced business mathematical functions.
2. **Experience:** Previous management experience in property management or related field is required, generally 1-2 years. Experience level may vary due to the special needs of the property.
3. **Skills:** The position requires the ability to deal well with people and get them to feel comfortable quickly.

In addition, the position requires the following:

- Professional image
- Excellent management and communication skills
- Superior understanding of sales and marketing concepts
- Strong customer service orientation
- Good organizational and time management skills
- Strong administrative ability
- Excellent business mathematical skills
- Knowledge of on-site maintenance requirements including dealing with vendors and contractors
- Ability to close a sale

4. Licenses: A valid driver's license and current automobile insurance is required. Real Estate Sales or Associate Brokers License (as required by the State).
5. Training: Prior training in budget preparations and analyzing reports, sales and marketing, and human resource management if preferred. Completion of in-house training in use of MRI is required within the first 90 days of employment
6. Attendance: Position requires the ability to work any of the seven days of the week, 52 weeks of the year. Due to the property staffing limitations, it is extremely critical that individuals be able to work their scheduled hours plus any other hours necessary to complete the job. Position requires the ability to serve on-call, as scheduled or as necessary.
7. 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.
8. Equipment:
 - a. Position requires individuals to furnish their own vehicle or to operate a vehicle provided by the property to transport prospective residents on the property, to make bank deposits, pick up supplies and perform other duties as necessary. Individuals must have the ability to drive without jeopardizing the safety of prospects, residents or fellow employees.
 - b. Position requires individual to wear appropriate property management career apparel.
 - c. Position requires the ability to enter data into a computer and generate printed reports.

Essential Job Functions:

1. Lease apartments and aggressively sell the products and services of the property to which they are assigned. Develop, refine and effectively implement excellent telephone and personal sales skills; specifically, to respond to site visit or telephone inquiries, conduct site tours, effectively sell to prospects and lease apartments. Work to optimize occupancy limits while maximizing an effective

- lease renewal program. Site tours include, but are not limited to, transporting and showing the prospect around the property, all property amenities, model apartments and available apartments.
2. Train, motivate and supervise on-site employees in all leasing paperwork and techniques
 3. Be creative and innovative with regards to the marketing strategies to increase property traffic levels, maintaining closing ratios and exceeding budgeted occupancy percentages. Review all marketing materials and ads including, but not limited to, brochures, newspaper advertising, social programs, move-in incentive programs and concessions.
 4. Maintain thorough product knowledge of property assigned and that of major competition through site visits/tours and telephone surveys.
 5. Oversee, approve and prepare all lease-related paperwork in an accurate and timely manner. Must have the ability to communicate and explain all lease documents to new and existing residents. Ensure all documents are completed prior to resident move-in.
 6. Assist with managing the day-to-day operations of the apartment community. Work with the Property Manager to direct the efforts to the on-site staff to ensure apartments are ready for move-in and are maintained in a satisfactory manner. Oversee and maintain company customer service standards. Respond to resident requests and work with residents to minimize and resolve resident problems and complaints. Follow through to ensure issues are resolved.
 7. Oversee and maintain prospect, traffic and leasing data. Oversee and input in the computer the necessary data for property operations and leasing.
 8. Oversee and follow established policies and procedures regarding the qualifications, screening and acceptance of applicants for residency.
 9. Deliver resident gifts, inspect units on move-in day to ensure units are ready and assist with planning and hosting of resident parties and functions.
 10. Oversee and follow the property lease renewal program. Maximize resident renewals.
 11. Participate in company training classes and meetings, as required.
 12. Actively pursue delinquent accounts and proceed with eviction proceedings as appropriate and according to company guidelines. It is imperative that the Manager be versed and comply with local laws and mandates regarding such actions.
 13. Comply with any income restricted or affordable income program that exists or may exist at the property. This will require reading any applicable regulatory agreements and ongoing compliance with regards to the reporting process.
 14. Reviewing invoices for accuracy, resolving any discrepancies or errors.
 15. Appropriately coding accounts payable items as outlined by the accounting department.
 16. Explore cost reduction opportunities as appropriate, and implement as approved. Analysis should include both long and short-term benefits. Any modification with an expenditure required or policy alteration requires approval from the Resident or Regional Manager.

17. Process and issue Security Deposit Refund checks to vacating residents within the laws and guidelines that govern your area. Using good judgment, aggressively pursue recovery of turnover costs.
18. Adhere to all company personnel directives as outlined in the Employee Handbook and other manuals.

Additional Job Functions:

1. Assist Property Manager with expenses incurred by the property. Monitor costs and schedule work within the established budget guidelines, notifying the Property Manager of possible variations or budgetary recommendations. This will require:
 - a) Reviewing invoices for accuracy, resolving any discrepancies or errors.
 - b) Appropriately coding accounts payable items as outlined by the accounting department.
2. Assist in collecting rent, adhering to company guidelines applicable to monthly income requirements including, but not limited to:
 - a) daily bank deposits (as needed)
 - b) Input account receivable (rent checks) into MRI daily.
 - c) rent increases
 - d) Miscellaneous income accounts
 - e) Collection accounts and bad debt write-offs
3. Transport funds to the bank, as required by company policy.
4. All other duties assigned by the supervisor not listed as essential job functions.

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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