

PROPERTY ADMINISTRATOR

TITLE: Property Administrator
DEPARTMENT: Property Management/Field
REPORTS TO: Property Manager
FLSA STATUS: Non-Exempt

JOB SUMMARY

The Property Administrator assists the Property Manager in the day-to-day operation of managing single-family home rentals which includes entering monthly move-ins, move-outs, and rentals. Working with residents from move-in to move-out, Property Administrators will attend to residents' requests, accounts receivable, and plan community events. Directly supervises employees in the absence of the Property Manager and may include interviewing, hiring, training, assigning work and addressing employee or customer complaints.

ESSENTIAL JOB FUNCTIONS

- Assist Property Manager(s) to manage a portfolio of single family residential homes in accordance with company objectives and metrics.
- Assist Property Manager(s) in maintaining occupancy levels, ensuring positive resident relations and complying with all reporting requirements.
- Prepare and deliver resident renewal letters and initiate new leases with existing residents.
- Participate in creation of annual outreach plan and coordinate quarterly resident events.
- Provide exceptional customer service by attending to resident move-in/move-out needs and responding to requests in a professional and timely manner.
- Manage all electronic lease files for residents; ensure file management quality control including document storage in proprietary database.
- Responsible for all cash handling and accounts receivable management; post daily deposits.
- Perform legal actions including 5 day notices and evictions.
- Conduct property inspections; assessing condition of properties and recommending minor repairs.
- Assist in oversight of maintenance operations.
- Assist in resident screening & approval processes.
- Collaborates with the team and provides support.

SKILLS AND ABILITIES

- Customer service oriented; strong communication, organizational and interpersonal skills.
- Positive, can-do attitude with a commitment to excellence and achieving goals.
- Working knowledge of property management software programs (e.g. Yardi, MRI, Onsite or Propertyware) and Microsoft Office Applications.
- Ability to deal effectively with diverse situations.
- Can effectively work independently and as a member of various teams and committees.

MINIMUM QUALIFICATIONS

- Associates degree in Business or related field, or equivalent combination of education and experience required.
- Minimum of two (2) years of administrative experience in Property Management or related field.
- Must possess a valid driver's license, an insurable driving record and access to their own motor vehicle.
- Availability to work a flexible schedule including evenings and weekends as needed.
- Must be able to travel via own vehicle within assigned area as needed.

PREFERRED QUALIFICATIONS

- Bachelor's Degree in Business or related field.
- Real Estate License.

WORKING CONDITIONS

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Physical Requirements: This position will spend long hours sitting and using office equipment and computers which can cause muscle strain. The position may also have to do some light lifting of supplies and materials from time to time, up to and including 20 lbs. The position requires talking, expressing or exchanging ideas by means of the spoken and written word to impart information to clients or to the public, and to convey detailed spoken instructions to other workers accurately, loudly, or quickly.

Environmental Conditions: The office may be a busy facility. This position may have to manage a number of projects at one time, and may be interrupted frequently to meet the needs and requests of residents, clients and contractors. The incumbent in this position may find the environment to be busy, noisy and will need excellent organizational, time, and stress management skills to complete the required tasks.

Sensory Demands: Sensory demands include use of the computer, which may cause eyestrain and occasional headaches along with hand / wrist strains from using computer keyboard and mouse. The office may be noisy and busy making it difficult to concentrate.

Mental Demands: This position will have to manage a number of requests and situations at one time. Stress may be caused by the need to complete tasks within tight deadlines.

Vision: See in the normal visual range, with correction if needed.

Hearing: Hear in the normal audio range, with correction if needed.

This Job Description represents the basic qualifications for the position. It is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee. You may be asked to perform or assist with other instructions and duties. You will be evaluated, in part, based on your performance of the tasks listed in this job description. Job Descriptions may be revised at any time, at the sole discretion of Colony Starwood Homes.