

PROPERTY MANAGER

TITLE: Property Manager
DEPARTMENT: Property Management
REPORTS TO: Regional Manager
FLSA STATUS: Exempt

JOB SUMMARY

The primary purpose of this position is provide oversight of all areas of property management including leasing and service maintenance. Monitors compliance in all areas of the business to ensure employee practices are in accordance with our organizations policies and applicable laws. Responsible for creating a positive climate for the team that will result in a high level of team performance, and ensures employees receive training and development where needed. The Property Manager will work with residents from move-in to move-out by attending to residents' requests, coordinating collections activities, and ensuring the property is well maintained.

ESSENTIAL JOB FUNCTIONS

- Manage a portfolio of single family residential homes in accordance with company objectives and metrics. Responsible for maximizing net operating income per asset and portfolio.
- Oversee daily property portfolio operations which may include, rent collection, administrative responsibilities, renewals, and accounts payables.
- Responsible for maintaining occupancy levels, ensuring positive Resident relations and complying with all reporting requirements.
- Manage Resident and Property related issues as they arise and document in specified property management system.
- Provide exceptional customer service at all times by attending to resident move ins, move outs, calls and request immediately in compliance with company policy and practices.
- Manage all electronic record keeping, including lease files for the Residents in the assigned area; ensures file management quality control including document storage in proprietary database.
- Field incoming calls and Resident walk-in visits.
- Responsible for all cash handling and accounts receivable management for assets assigned.
- Periodically responsible for assessing condition of properties and recommending minor repairs and conducting property inspections.
- Participate in team projects as required to enhance resident satisfaction and business outcomes.
- Manage maintenance oversight for assigned portfolio homes.
- Oversee approval of resident applications for assigned portfolio homes.
- Recommend and implement marketing plans to attract potential residents.
- Interview and select new team members that are a good fit for the company.
- Provide positive career development environment for all employees.
- Maintain a positive work environment by addressing employee concerns quickly and effectively consulting with Regional Manager and/or Human Resources as needed.

SKILLS AND ABILITIES

- Strong customer service, written and verbal communication, organizational and interpersonal skills required.
- Ability to develop and maintain strong relationships with customers and ensure staff does the same.
- Positive, can-do attitude with a commitment to excellence and achieving goals.
- Ability to create, implement and manage a budget and generate financial reporting out of systems.

- Ability to work well using mobile office electronic tools.
- Computer proficiency, including Microsoft Office Applications.
- Ability to deal effectively with a diversity of individuals.
- Can effectively work independently and as a member of various teams and committees.

MINIMUM QUALIFICATIONS

- High School or GED with over 3 years of specialized training or experience in the real estate industry in a leadership position.
- Associates degree in Business or related field, or equivalent combination of education and experience required.
- At least five years of experience in property management, with three years as a property manager with a minimum of 300 units.
- Must possess a valid driver's license, and access to their own motor vehicle.
- Must be willing to use personal cell phone.
- Availability to work a flexible schedule including evenings and weekends as needed.
- Must be able to travel via own vehicle within assigned area a minimum of 20% of the time.
- Three years of experience using property management software, such as Yardi, MRI, Onesite and Propertyware.

PREFERRED QUALIFICATIONS

- Bachelor's Degree preferred.
- Real Estate License preferred.

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.