

AMC

Apartment Management Consultants

JOB DESCRIPTION

Employee Name: _____

Job Title: **Community Manager**

Department: Operations

Supervisor: Regional Property Manager (RPM)

FLSA Status: Exempt

JOB SUMMARY: Responsible for insuring the efficient operation of the property under the direction of the Regional Property Manager (RPM).

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following but are not limited to the job specifications contained herein. Additional duties or job functions that can be performed safely may be required as deemed necessary by AMC and its affiliated companies.

- Operating the property within the financial guidelines, i.e., the budget, established by the Regional Property Manager and Owner.
- Daily physical inspections of the property and direct supervision of the service, grounds and custodial personnel.
- Direct supervision of the office staff and bookkeeping functions.
- Responsible for the final interviewing and hiring all property employees under the direction of the Regional Property Manager (RPM).
- Responsible for insuring a professional appearance and attitude at all times for yourself and all property employees.
- Responsible for the thorough knowledge, implementation and enforcement of all policies and procedures of AMC and its affiliated companies; insuring through constant supervision and review that all personnel in all departments are operating within those regulations.
- Responsible for the leasing of the property; insuring through supervision of the office and leasing personnel that all sales techniques and methods required by the management company are being used effectively and in a professional manner.
- Responsible for insuring that all personnel respond to resident requests or complaints in a timely, efficient and courteous manner.
- Responsible for generating various reports, i.e., Company-required reports, HUD information, etc.

- Responsible for implementing, designing and maintaining a resident retention program, i.e., newsletter, resident referral program or social activities.
- Responsible for insuring that all personnel in all departments operate within OSHA (Occupational Safety & Health Act) standards and company safety policies at all times.
- Responsible for reporting any unusual extraordinary circumstances regarding the residents or the property.
- Responsible for seeking educational opportunities and self-improvement for personal growth and development.
- Responsible for securing at least 10% of the overall closed leases at the property.
- And anything else that the RPM feels falls into the Community Manager's job description

SUPERVISORY RESPONSIBILITIES: Directly supervises 1 or more employees in the Service Department and Leasing Staff. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE: High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions and percentages.

REASONING ABILITY: Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS: The Certified Apartment Manager (CAM) certification is highly recommended for this position.

PHYSICAL DEMANDS: The physical demands described here 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 functions. While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must

occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Date

Employee Signature

Community Name