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## East Coast Property Management

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### Job Description – Property Manager

<b>Position:</b>	Property Manager
<b>Location(s):</b>	Long Neck Apartments – Millsboro, Delaware
<b>Classification:</b>	Full -Time, Non-Exempt
<b>Immediate Supervisor:</b>	Regional Manager

#### Description:

East Coast Property Management (ECPM) has served the needs of property owners throughout Delaware, Maryland and Virginia for over 40 years. The organization is known for an open minded approach, commitment to quality, and caring passion for customers and staff alike. While this job description describes the typical duties and responsibilities of the position there will be times when this position will be called on to do other and/or additional tasks for the organization in order to carry out ECPM's mission.

The Property Manager is responsible for assigned property and its staff, ensuring that the property is operating in compliance with all applicable program regulations and East Coast Property Management policies and procedures.

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#### Duties and Responsibilities

##### Specific:

- Implement all company personnel and procedural directives.
- Supervise, train, and motivate all on-site employees.
- Assure the workplace is safe and that all employees are aware of safety procedures and any equipment necessary is available and being properly used.
- Meet with the Regional Manager annually, or more frequently, as needed, to review the job performance of staff members.
- Document any employee's unacceptable job performance and discuss such matters with the Regional Manager.
- To be notified by staff members when they will not be at work and assure the smooth operation of the property during their absences.
- Regularly meet with maintenance personnel to update them on any anticipated vacancies and other matters regarding the physical maintenance of the property.
- Record absences and sign time sheets prior to payroll submission.
- Manage the property in a professional manner that reflects East Coast Property Management's policies.
- Follow all company policies regarding lease violations and appear in court as the property's representative. Ensure Regional Manager is aware of court dates.

- Notify the Regional Manager and participate in any informal hearings when requested by a tenant or applicant.
- Respond to any emergency situation and report such events to the Regional Manager.
- Regularly inspect the property – walking the grounds and inspecting vacancies.
- Notify the Regional Manager of any concerns about the property and make suggestions based on first-hand knowledge and maintenance department input.
- Maintain full occupancy of the property in accordance with policies and procedures outlined in the operations manual. All units should be ready for occupancy within 10 days and leased within 30 days.
- Maintain tenant files, waiting lists, computer files, and other recordkeeping in a neat and organized manner.
- Stay within the property's budget and obtain the Regional Manager's approval for any purchases exceeding \$300.00.
- Approve all purchase orders.
- Prepare month-end submissions for the property and assure that all month-end paperwork is submitted to the accounting department no later than the 3<sup>rd</sup> day following the end of each month.
- Deposit all money received on the day of receipt and immediately notify accounting of the deposit.
- Make every possible effort to collect full monies owed from each tenant and to file for nonpayment, when necessary.
- Maintain and disburse petty cash only for authorized purposes. Submit monthly report to accounting.
- Review all bills and invoices to ensure accuracy prior to accounting submission.
- Ensure that East Coast Property Management receives all bills on a weekly basis.
- Prepare and submit all required reports.
- Attend any meeting, seminar, or workshop as notified.
- Oversee outside contractors working on the property and ensure work is complete prior to payment.
- Contact the Regional Manager regarding any concerns with contractual service providers.
- Meet with the Regional Manager to discuss the annual budget for each property.
- Report any insurance claims to Asset Management designated representative and the Regional Manager.
- Schedule inspections twice a year for each property and participate in the inspection team and notify tenants of the results. Units found with concerns will need to be reviewed on a more regular basis and action taken to correct issues.
- Participate in any governmental agency, investor inspection, or review of the property and assure the property is prepared for such review.
- Oversee implementation of rent increases.
- Qualify all potential tenants as per the procedures outlined in the operations manual following the procedures in a uniformed manner for every applicant.
- Read the operations manual and employee handbook.
- Regularly meet with the Regional Manager to keep updated on all policies and regulations governing the property.

- Provide the Regional Manager and Director of Asset Management with a preventative maintenance schedule; prepared with the input of the maintenance staff. Ensure schedule is adhered to. Provide reports as requested.
- Provide the Regional Manager and Vice President with an updated emergency call list whenever there is a change.
- Maintain monthly newsletter to ensure communication with tenants. Submit copies of newsletters monthly to the Regional Manager and Vice President.

**General:**

- Position may require the use of personal vehicle for East Coast Property Management travel. Employees must maintain a valid driver's license and auto insurance.
- Abide by and comply with East Coast Property Management's personnel manual.
- Courteous and businesslike manner in dealing with the public and co-workers.
- Maintain professional quality written correspondence, memos, proposals, etc.
- Maintain professional quality oral communication.
- Work individually with diligence to accomplish established work plan and objectives.
- Work to provide solutions to better our communities.

**Qualifications****Physical Requirements:**

- Required to walk the property on a regular basis and document deficiencies, concerns and conditions.
- Required to do full unit and site inspections on a semi-annual basis with follow-up and more regular unit inspections for troubled units.
- Perform pre-inspections prior to agency reviews. Assist with agency reviews.

**General Requirements:**

- High school graduate degree and other professional development.
- Excellent verbal and written communication skills.
- Basic computer and accounting skills.
- Ability to multi-task and pay attention to detail.
- Empathy and understanding for low-income people and the difficulty attaining decent, affordable housing.
- Willingness to continue education on property management issues as directed by Regional Manager and/or Vice President.

Note: Direct deposit of pay is a condition of employment. Failure to agree to participate in direct deposit will result in the withdrawal of offer of employment.

I have read and understand the responsibilities detailed above and I also understand that my duties are not limited to the above but include any other tasks required or assigned.

\_\_\_\_\_  
Name (Printed)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date