
East Coast Property Management

Job Description – Assistant Manager

Position:	Assistant Manager
Location:	Delaware & Maryland Properties
Classification:	Full -Time, Non-Exempt
Immediate Supervisor:	Property 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.

The Assistant Manager is responsible for assisting with 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.

Duties and Responsibilities

Specific:

- Take telephone messages
- Call back prospective applicants
- Write tenant requests work orders
- Prepare bank deposits and fax reports to accounting
- Open and distribute mail
- Assure adequate supply of copies – qualification sheets, applications, verification forms, etc.
- Prequalifying applicants
- Accepting applications
- Prepare and send reference letters
- Maintain tenant files
- Prepare move-in files
- Maintain recertification files
- Send verification notices
- Send inspection notices
- Accept and enter rents
- Schedule and send follow-up interview notices
- Mail waiting list letters
- Maintain the waiting list

- Mail top of waiting list letters
- Mail late rent notices
- Mail waiting list update letters
- Mail receivable letters
- Type and distribute newsletters
- Mail rent increase letters
- Mail withdrawal letters
- Mail rejection letters
- Type and mail all correspondence
- Request credit and criminal reports
- Prepare and mail income verifications

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.
- Be 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.

Qualifications

General Requirements:

- High school graduate degree in business, administration, or other appropriate field preferred.
- 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.

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