

Position Title: Assistant Apartment Manager
Department: Property Management
Reports to: On-site Manager

Summary of Functions:

Responsible for conversion of telephone and walk-in prospects to leases, resulting in maintained and increased occupancy in addition to being inherently responsible for effectively communicating to existing residents and establishing a successful renewal program.

Responsible for weekly/monthly reports to include receiving and posting of rents, with additional responsibility for assisting the on-site manager with the coordination of day-to-day activities of the development in accordance with the standards established by the vice president, property management. Assists with maintaining office clerical, filing and recordkeeping systems. Identifies and strives to meet the residents' needs.

Hours of Work: 9:00 a.m. to 6:30 p.m., Monday through Friday, 10:00 a.m. to 4:00 p.m. Saturday. Schedule may vary according to individual property and on-site manager.

Duties and Responsibilities:

1. Reports directly to the on-site manager, in absence of manager, supervises and schedules maintenance and on-site personnel. Works with property manager, administrative division staff, staff members of other developments, outside vendors and service providers.
2. Marketing
 - a. Responds effectively to telephone inquiries to generate prospective resident visits to the property. Maintains a call-to-show ratio of at least 65%.
 - b. Shows and demonstrates apartments, utilizing sales skills to demonstrate market-ready product and availability to close prospects. Maintains a deposit-to-show ratio of at least 50%.
 - c. Follows up with prospective residents.
 - d. Monitors telephone and walk-in traffic at property via welcome cards and traffic logs.
 - e. Walks model tour route and opens models daily to ensure quality presentation.
 - f. Obtains lease information and completes lease applications. Conducts required credit and reference checks. Sets up and maintains lease files.

- Must be able to be on call 24 hours, seven days a week and work overtime as required which is limited to the needs of the property. One day off, as scheduled with on-site manager and regional manager. Assistant Manager is required to work at least two Saturdays per month. Must be on call “24 hours”. Schedule may vary according to individual property and on-site manager.
- Must have a reliable vehicle to perform various management tasks and errands, including daily bank deposits. Must have proof of liability insurance for same. Must possess a valid driver’s license and be bondable.
- **Physical Requirements:** Must be able to perform the physical functions of the position, which may include, but are not limited to: ability to walk property, including 4 flights of stairs, to complete physical inspections, deliver resident communications, and show apartments. Be able to effectively communicate with residents, staff, supervisors, vendors, etc. Must be able to lift a minimum of 60 lbs. to facilitate vacuuming, moving office furniture and lifting of supplies as needed.
- **Dress Code:** Corporate business attire required Monday through Friday. One short sleeve company provided logo shirt and one long-sleeve company provided logo shirt may be worn on Saturdays. No jeans, t-shirts, lycra, tennis-shoes, hiking boots, jogging suits, flip-flops, halter tops or tattered looking clothing are permitted at any time. Good judgment is expected.
- **Pre-Employment Test Scores:** Successfully complete pre-employment psychological and basic skills exam. Pass background check and/or credit check.