

# **PROPERTY MANAGER**

Artcraft Management, Inc.

## Job Description

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### **ORGANIZATION STRUCTURE:**

The Property Manager reports directly to the Senior Property Manager and is Artcraft Management, Inc.'s on and off-site representative. There are five main objectives for a Property Manager: to effectively market the community, to maintain a low delinquency rate, to effectively supervise personnel, to thoroughly oversee maintenance/capital improvements, and most importantly, to achieve superior financial performance.

### **MAJOR PURPOSE:**

Direct and administer all operations of the assigned communities, including the budget, management, marketing and maintenance programs; computer operations; policies and procedures, training, and human resources in order to achieve maximum profitability and goals consistent with department objectives.

### **AUTHORITY:**

Has authority to implement company policy and procedures and to adjust the budget to meet current needs with supervisor's prior approval. Make recommendations for hiring and termination of employee relationships, by communicating properly with Supervisor and Director of Personnel.

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### **PERFORMANCE MEASUREMENTS:**

1. Prepares annual budget and short-term and long-range goals in accordance with department policy and procedure consistent with the overall profit and growth objectives.
2. Collects all rents and takes corrective and/or legal action as required to obtain collection. Is extremely familiar with local laws and court procedures.
3. Develops, implements, and monitors creative marketing programs to maximize benefits or newspaper advertising, realtor and corporate contacts and resident referrals.
4. Signs all leases and obtains prior approval where necessary in accordance with company policy and procedure.
5. Approves and initials all invoices. Gets prior approval on all capital expenditures. Researches all invoices and vendor request for payment in a timely manner.

6. Performs all duties and responsibilities incumbent upon the Assistant Manager or Leasing/Marketing Representative.
7. Supervises all community Team Members, either directly or indirectly.
8. Shops and networks with all competitors at least twice annually.
9. Performs human resource administration and training for all Team Members assigned to the community in accordance with company policy and procedures, and ensures a competent and well-trained staff at all levels.
10. Ensures that buildings, grounds, public areas, roads, parking areas, recreational facilities and laundry rooms are all maintained in accordance with policy and procedures and takes corrective action, when necessary, to eliminate unsatisfactory conditions. Also assists with property cleanliness and curb appeal and directs others to do the same.
11. Maintains all community and personnel records in accordance with company policy and procedures. Administer employee reviews on an annual basis or as needed for disciplinary or any reward reason.
12. Performs all duties associated with accounting, rent collection, and coordination of the local legal process.
13. Establishes and maintains resident retention programs through preparation and implementation of the quarterly marketing plan.
14. Maintains a good working relationship with community officials to ensure mutual good will. Follows/tracks relevant local governmental issues affecting community operation such as public hearings, rezoning and new apartment community construction, and reports same to the Senior Manager.
15. Able to complete all reports, logs, etc. that are done on the site level.
16. Performs additional assignments, tasks, and responsibilities as directed.

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**QUALIFICATIONS:**

**EDUCATION/CERTIFICATIONS:**

Education and experience requirements may include, but are not limited to the following:

A BA/BS degree, 2 year Associate's degree combined with a minimum of 2 years direct property management experience or a 2-year Associate's degree

with at least 3 years of business management experience. The candidate may also have a high school diploma or equivalent in addition to 3 years of property management experience with proven success.

Additional Qualifications: Must have reliable transportation and possess a valid Virginia Driver's License and proof of insurance.

### **SKILLS:**

This is a position with overall profit and loss responsibilities and requires a detailed knowledge of marketing, management, and maintenance. Must have the ability to deal with outside vendors and contractors, as well as to represent the company and community in local governmental and municipal scenarios. Position requires extensive human relations expertise with Team Members as well as residents. Computer skills are required. Overtime is sometimes required in emergency situations. Property managers are required to meet scheduling demands, regardless of any existing requirements.

### **HOURS OF OPERATION:**

- Position requires 40 hours per week, Monday – Friday with additional hours required for emergencies after hours and weekends.
- Willingness to complete time sensitive projects after regular hours when necessary.
- Must be willing to travel and occasionally stay overnight.

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### **WORKING ENVIRONMENT:**

The employee agrees to promote the values and mission of Artcraft Management, Inc.

### **WORKING CONDITIONS:**

The employee is regularly in an office environment with adequate light, moderate noise levels and ventilation, and may be exposed to outdoor elements of wind rain and summer heat.

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### **PHYSICAL ACTIVITIES AND REQUIREMENT OF THE POSITION:**

While performing the duties of this job, the employee is regularly required to talk or hear and frequently required to stand, walk, sit and use hands to handle tools, equipment, and furnishings; reach with hands and arms; stoop, and kneel. Frequent and regular repetitive movements required using wrists, hands, and/or fingers. The employee will occasionally lift and/or move up to 15 pounds. Specific vision abilities include close vision, distance vision, color

vision, peripheral vision, depth perception, and the ability to adjust focus. Must be able to climb stairs and or ladders for unspecified amount of time.

**Non Essential Activities:**

Running or lifting more than 15 pounds.

The above statements and job description is intended to describe the nature and level of work being performed within this job. They are not intended to be an exhaustive list of all responsibilities, duties and tasks. Other similar or additional duties are to be performed or assigned. Job descriptions are not intended as and do not create employment contracts. Artcraft Management, Inc. maintains its status as an at-will employer. Employees may be terminated for any reason not prohibited by law.

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