

Assistant Manager Job Responsibilities

Leasing and Marketing

- Answer telephone in a friendly manner. Visit with “walk-in” and telephone prospects in such a way that communicates interest in their needs.
- Schedule appointments for tours, utilizing company procedures including appointment book, traffic log, 7-day tray, etc. Record all phone calls and walk-ins on traffic log.
- Follow-up with prospective residents who do not leave a deposit.
- Walk the model and/or mini model daily to ensure all lights work and the unit is ready for tours. Check the patio entrance area and make sure it is free from trash and debris.
- Review Priority Action Drawer each morning to incorporate the steps needed to follow-up on pending applications. Utilize established systems to ensure rental applications are processed in a timely manner.
- Submit completed rental application to screening service. For Tax Credit units, submit required paperwork to the Lease Administrator for Pre-Approval of household.
- Notify applicant once they are approved and schedule the Lease signing and Move-In Inspection in the appointment book.
- Prepare leases and addendums for approved applicants.
- Complete Lease paperwork and joint Move-In Inspection with new residents.
- Review lease expiration dates and utilize Re-Certification/Renewal Process Checklist to deliver notices, which allows adequate time to schedule an appointment with the resident to review and sign the new lease.
- Visit area businesses to request marketing information for the Move-In bags.
- Refer to “Marketing Plan” and implement Resident activities as outlined to promote resident retention.
- Complete Market Surveys as requested.
- Shop the Comps (competitive properties) as requested so you are knowledgeable about other apartment communities in the area market.

Product Readiness

- Walk and “sparkle” vacant units weekly and make sure they are in “Rent Ready” condition. Prepare and display move-in gift and move-in packet in ready units.
- Utilize system to check out individual unit key(s) to vendors and have them sign key log to document they have keys. (Master keys are not to be handed to any vendor or contractor).
- Schedule and complete joint move-out inspections and related paperwork to determine any charges that need to be assessed to the vacating resident and process move-out paperwork.
- Write Service Requests for maintenance repairs received from residents and/or others. Follow-up with a telephone call to the resident to make sure work was completed to their satisfaction.

Office Related

- Utilize On-Site Calendar that is provided each month as a primary tool for tasks that are to be completed during the month.
- Complete Lease Concerns and follow-up with residents as needed.
- Collect and process monthly rent, post 3-day notices and related rent collection tasks.
- Deliver resident notices and make sure all are delivered at the end of day.
- Assist to open mail, review and code invoices daily and route to Property Manager for approval.
- Check voice mail, faxes and email throughout day and respond as needed.
- Handle Resident and Property related issues as they arise and document utilizing forms provided on the web site.
- Complete Weekly Reports, Set-Aside Monitoring and other reports as assigned by Property Manager.
- Special projects and other responsibilities as may be determined.