

Job Description – Assistant Manager

The Assistant Manager is the firm policy enforcer of the office and a bridge between the staff, residents, and vendors. They strictly adhere to all company policies and defer to the General Manager for any and all exceptions. They are the support structure that keeps the property running when the General Manager is on vacation, absent, or unavailable. It is important for them to build strong relationships with all staff members as they are often the “go between” for various departments and staff members. They are not just assisting the manager, but the entire team to ensure each member's success.

Below are specific requirements of the Assistant Manager to perform:

I. Minimum Required Skills:

- a. Capable of working independently
- b. General understanding of financials
- c. Must possess strong customer service skills
- d. Must possess a positive team-building attitude
- e. Working use of property management software
- f. Experience in working within a budget

II. Performance:

- a. Follow and adhere to the Denizen Management Project Management Policies & Procedures
- b. Good oral and written communication skills with management, residents, vendors and fellow associates
- c. Oversight and completion of the social media advertising for the property
- d. Entire property oversight and inspections, insuring both the interiors and exteriors of the site are in great condition.
- e. Walk the property each day to 'see' what our residents see.
- f. Stay within, prepare and work with the community's budget, insuring our owner's success.
- g. Responsible for the lease, move-in and move-out, insuring its accuracy and timely completion
- h. Assist in the collections of rent – Less than 3% delinquency is required.

- i. Working with vendors to secure the best pricing as well as verification of work completed prior to entering of invoices
- j. Responsible for coding of invoices into the system
- k. Oversight of the maintenance work orders and turnover units to ensure timely completion
- l. Other assigned tasks

Minimum Requirements of the Job:

- a. High School Diploma, college degree preferred
- b. Three to five years related experience
- c. Excellent customer service and communication skills
- d. Ability to interact positively with customer and employees
- e. Demonstrate initiative and follow through on projects and work assignments
- f. Proficient in the use of the Office Suite and propensity to learn new software programs
- g. Attention to detail and accuracy