

# Job Description – General Manager

General Manager is fully accountable for all day-to-day Community operations including overseeing and enhancing the value of the Community. The General Manager must embrace the concepts of Leadership, Group Responsibility and Servant Leadership. The General Manager is the "Captain" and must delegate to and direct the staff, based on each member' competencies and strengths, to ensure successful overall operations.

Below are specific requirements and responsibilities of the General 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. Strong Leadership skills
- f. Proficient with property management software
- g. Experience in preparing and working within a budget
- h. Understanding of general maintenance
- i. Must be fluent in English; multilingual a plus

## II. Performance:

- a. Follow and adhere to the Denizen Management Policies & Procedures
- b. Good oral and written communication skills with management, residents, vendors and fellow associates
- c. Complete responsibility for all marketing sources; social media, online ads, flyers, outreach, etc.
- d. Entire property oversight and inspections, ensuring both the interiors and exteriors of the community are in great condition
- e. Walk the community each day to 'see' what our residents see
- f. Stay within, prepare and work with the community's budget, ensuring our owner's success
- g. Responsible for all lease contracts including; executing leases, document management, and inputting all data into Property Management Software



- h. Entirely responsible for collections of rent and maintaining less than 3% delinquency
- i. Working with vendors to secure the best pricing as well as verification of work completed prior to approving of invoices
- j. Responsible for all aspects of Accounts Payables
- k. Oversight of the maintenance work orders and turnover units to insure timely completion
- l. Conduct daily Huddle meetings.
- m. Other assigned tasks

**Minimum Requirements of the Job:**

- a. High School Diploma, college degree preferred
- b. Three to five years related experience
- c. Travel for Denizen Management training
- d. Excellent customer service and communication skills
- e. Ability to interact positively with customer and employees
- f. Demonstrate initiative and follow through on projects and work assignments
- g. Travel for the first day training, QUE 101 and other Denizen Management required training
- h. Proficient in the use of the Office Suite and propensity to learn new software programs
- i. Attention to detail and accuracy
- j. Valid Driver's License

I have read and understand my job description.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

