

Job Description – General Manager

The General Manager is responsible for overseeing all day-to-day operations of a community and enhancing its value. The General Manager must possess and embrace strong leadership, customer service and team-building skills, as well as be able to work independently, understand financials, and have experience in property management. They must also be able to communicate effectively, manage time well, and pay attention to detail. The General Manager is the “Captain of the Team” 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:

Skills and Performance Requirements:

- a. Capable of working independently and responsibly
- b. Knowledge of basic financial principles and concepts
- c. Strong ability to provide excellent customer service and effectively communicate with customers.
- d. Proven ability to foster a positive and collaborative team environment.
- e. Demonstrated leadership skills and the ability to effectively manage and direct a team.
- f. Strong proficiency in organizing and managing time effectively to complete tasks and meet deadlines.
- g. Proven track record of taking initiative and following through on projects and work assignments to ensure successful completion.
- h. Strong attention to detail and ability to maintain a high level of accuracy in all tasks.
- i. Strong proficiency in using property management software and the ability to navigate and utilize its features effectively.
- j. Experience in creating and managing budgets and the ability to effectively allocate resources to meet financial goals.
- k. Knowledge of general maintenance practices and the ability to oversee maintenance tasks and projects.
- l. Fluency in English is required, proficiency in additional languages is a plus.
- m. Follow and adhere to the Denizen Management Policies & Procedures
- n. Strong ability to communicate effectively, both verbally and in writing, with management, residents, vendors, and fellow associates.

- o. Ensuring compliance with local, state, and federal Fair Housing laws and regulations.
- p. Full oversight of all marketing sources, including social media, online advertising, flyers, brochures, and outreach marketing.
- q. Oversight and inspections of the entire property, including both interiors and exteriors, to ensure optimal condition of the community.
- r. Conduct daily community walkthroughs to gain insight into the perspective of residents.
- s. Responsible for all lease contracts, including executing leases, document management, maintaining of records and updating property management software with all current data,
- t. Completely responsible for rent collection and ensuring a delinquency rate of less than 3%
- u. Collaborating with vendors to secure competitive pricing and verifying the completion of work before approving invoices.
- v. Completely responsible for managing all aspects of Accounts Payable.
- w. Supervising maintenance work orders and turnover of units to ensure timely completion.
- x. Conduct daily Huddle meetings.
- y. Additional responsibilities as assigned.

Minimum Requirements of the Job:

- a. High School diploma, with a college degree being preferred.
- b. Three to Five years of related experience.
- c. Travel for attending meetings and ongoing training.
- d. Expertise in Microsoft Office Suite and ability to quickly learn new software programs.
- e. Background and drug screening are mandatory prior to employment.
- f. A valid driver's license, a reliable source of transportation, and auto insurance are required.
- g. A smart phone to be able to use mobile property management applications.

I have read and understand my job description.

Signature: _____ Date: _____

Printed Name: _____

