



Job Title: Property Manager
Reports to: Area Vice President
FLSA Status: Exempt

JOB SUMMARY

The Property Manager (PM) is fully accountable for all property operations. Leadership ability is a must, as the PM is the leader of the site team. The purpose of the PM is to effectively manage and coordinate activities and available resources in order to accomplish property, owner, company objectives. These objectives will include maximizing occupancy and income levels, increasing property values, minimizing property operation expenses while maintaining a quality product. In addition, the PM will train the Assistant Property Manager to assume all duties of the PM in the event of the PM's absence.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Conduct all business in accordance with company policies and procedures, Fair Housing, ADA, Fair Credit Reporting Act, OSHA, EPA and all other Federal, State and Local laws pertaining to Multi-Family Housing.
- Fully implement and enforce all policies and procedures as outlined in the RAM Policy and Procedures Manuals. Maintain and keep P & P Manual in up to date manner, inform and train staff on any revisions in a timely manner.
- The PM will assist in budget preparation as well as maintaining expenses within the budget guidelines. Ensure that all rents are collected and posted and deposited on a daily basis. Perform and schedule all evictions, utility cut offs and enforce adherence to all lease rules and regulations by all residents.
- Hire, train, motivate and supervise all on-site staff in order to achieve operational goals assigned to the property. This will include team building, training, annual reviews, approval of time sheets and overtime.
- Consistently review all leasing performance and paperwork.
- The PM is responsible for office operations, quality curb appeal, office and model cleanliness. Must promote adherence to the RAM mission, vision and values. It is the responsibility of the manager to fill in for Leasing or the APM performing those duties should the need arise.
- Conduct market surveys as required and create, implement marketing plans for ongoing success and high occupancy of the property.
- Provide high level of customer service at all times to residents, resulting in decreased turnover and high resident retention. Oversee lease renewal program for maximum retention.
- Must maintain all records in a complete and organized manner as described throughout the RAM P&P Operations Manual and in full compliance with outside regulatory boards which may be applicable (EEOC, OSHA, EPA, HUD, etc.).
- Initiate and implement all policies and procedures while maintaining excellent staff and resident communication. The PM must walk all rent readies as well as the property on a regular basis ensuring that it is well maintained. During these inspections all liability and/or deficiencies should be reported to the Maintenance Supervisor and Area Vice President.
- Review and approve all leasing application files; enforce property qualifying criteria in a fair and consistent manner for all leasing applicants.
- Oversee all accounting transactions. Manage cash accounts, pay vendors as directed by Area Vice President and owner, maintain proper bookkeeping at all times.



- The PM shall be responsible to respond to all emergency situations, preparing all necessary reporting and notifying the Area Vice President.
- Assist with any other duties as specifically requested by the Area Vice President and/or Sr. Management.
- Flexibility with scheduling and property coverage as required by the Area Vice President.

CUSTOMER SERVICE RESPONSIBILITIES:

- Communicates clearly to residents.
- Responds to resident requests and concerns in a timely, professional manner.
- Reads and/or listens to resident requests/complaints in a calm, respectful, and open manner.
- Maintains a complete clean and neat uniform. Personal appearance must be clean and neat at all times, according to RAM policy.
- Demonstrates customer service skills by treating residents, coworkers, supervisors, and vendors with respect, answering questions in a calm and open manner from coworkers and residents. Responds sensitively to concerns/complaints and exhibits a sense of urgency.
- Attend and assist in resident activities and functions after hours as needed.

LEADERSHIP RESPONSIBILITIES:

- Manages all on-site employees.
- Motivates the office and maintenance staff and gives consistent verbal and written feedback.
- Trains and develops subordinates (provides on-the-job training and schedules company training).
- Assists in managing the client/owner relationship by meeting with owners, conducting property tours, providing updates and information about the property performance, and responding to owner requests as needed.
- The PM plans and carries out the successive steps of regular duties and handles problems and deviations in the work assignment in accordance with objectives, policies, previous training, or company practices.

COMPANY RESPONSIBILITIES:

- Assists the Assistant Property Manager and leasing staff with other tasks as required.
- Comply with and enforce RAM policies.
- Embraces and executes the vision, mission, and beliefs of the Company.
- Is punctual and present at work when scheduled.
- Flexible with the work schedule, including availability to work weekends, evenings, and/or holidays.

EDUCATION AND EXPERIENCE REQUIRED:

- Excellent written and verbal communication skills providing for effective communication with residents, employees, peers, vendors, owners, etc. and to assist in efficient operations.
- Bi-lingual abilities (written and verbal) may be required based on specific needs of property.
- Computer software experience to include MS Word, MS Excel, MS Outlook, YARDI®, and ESite.
- Basic understanding of Landlord/Tenant laws and application, familiarity with GAA Lease and Addendums, Fair Housing/ADA regulations and application, OSHA & EPA requirements for property management industry.
- High school degree required, college degree preferred.
- Four years prior experience in property management or in a related industry preferred with a minimum of two years in a supervisory role.



LICENSE(S) OR CERTIFICATION(S) PREFERRED:

- Valid driver’s license.
- CPM®, ARM® designation preferred.
- Ability to earn future designations as required by Industry standards.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

An average of 50% of typical work day is spent at desk handling paperwork, computer transactions, correspondence, and employee or resident meetings. Remainder of job requires constant physical inspections and leasing demonstrations of property required, walking up/down stairs and covering multi-terrain landscape of property. Outdoor weather conditions will vary and affect duties. Local travel to bank, purchase office supplies, etc. requires operable personal vehicle and valid driver’s license. Out of state travel may be occasionally required.

UNDERSTANDING OF JOB ESSENTIALS:

RAM Partners LLC. is a drug free, harassment free workplace. All candidates must pass a drug screen and an extensive background check. RAM Partners LLC. is an equal opportunity employer and does not tolerate harassment, discrimination or retaliation.

I understand that all pre-employment screening activities are conducted in compliance with federal and state employment laws. Background checks are completed during the post-offer stage of the employment process in compliance with the Fair Credit Reporting Act requirements.

I also fully understand the content of this job description, have had the opportunity to ask questions regarding this job description, and have had the job duties and responsibilities, qualifications, and physical demands and working conditions explained to me. I am capable of performing the essential functions of this job with or without reasonable accommodation. If I need accommodation, I will ask the hiring manager for it.

I understand that RAM Partners LLC. has the right to amend or revise, as necessary, the job description for this position. The above statements reflect the general information considered necessary to describe the principal functions of the job and should not be construed as a detailed description of all work requirements, which may be inherent in the position.

Printed Name _____ Date _____

Signature _____
Applicant or Employee Signature



How to Apply

Submit resume and cover letter directly to:

Brenda Lindner, CPM
Executive Vice President, Managing Partner
RAM Partners, LLC
Email: blindner@rampartnersllc.com