

## **SITE MANAGER JOB DESCRIPTION**

Generally, it is the duty of the Apartment Manager to supervise the daily operation of the property in all major aspects and to work with the management agent. Specific areas of concern include, but are not limited to:

**Performance Standards:** These are reasonable and attainable goals and should be kept in mind during management of the property.

1. Full Occupancy - Serving the public and housing members of the low to moderate income groups is the goal of the program. Receiving proper 30-day notices from the residents will help pre-lease apartments that are soon to be vacant.
2. Less than five-day turnaround time for vacant apartments.
3. Timely collection of rents with account receivables held to a minimum.
4. Operating within the budget.
5. Prompt response on routine work orders. Respond to emergencies within 8 hours.
6. See that maintenance items are taken care of or make arrangements for them to be done in a timely manner.

### **Occupancy**

1. Market units for rental, process applications, screen applicants, certify applicants, and process move-ins.
2. Renew leases and re-certify resident as necessary.
3. Insure residency of each tenant is satisfactory.
4. Upon Move-out of resident, process paperwork and prepare unit for marketing and new occupancy.
5. Periodically check apartments for proper upkeep and security maintenance (lighting, smoke detectors, etc.)

### **Accounting and Record Keeping:**

1. Accounts receivable - collect, record and deposit rents; notify residents of delinquent status and pursue legal action when necessary.
2. Accounts payable - review bills and invoices for validity and accuracy and process for payment; maintain supplier invoice files.
3. Budget - assist Property Manager in the preparation of the Annual Budget and keep track of how actual expenditures compare with budgeted expenditures.



4. Report all insurance losses to proper authorities.
5. Respond quickly and efficiently to any direction from the supervising government agency.

**Personnel (if applicable)**

1. Hire personnel, as needed, through application and interview process and conform to equal opportunity requirements.
2. Turn in payroll information to management agent as required.
3. Evaluate personnel on a regular basis and at the time of salary changes.
4. Maintain confidential personnel records.
5. Oversee termination of personnel and relative documentation.
6. Instill and maintain a team spirit in working with supervisors and subordinates.

**Resident Relations:**

1. Set up social activities and other services that are useful to residents.
2. Resolve problems facing residents and/or the entire community relative to living conditions, legal problems, relationships among residents, violation of community rules, etc.
3. Prepare correspondence, newsletters, and other contacts with residents containing information necessary for proper management/resident relationships and for the good of the community.
4. Must be knowledgeable of Equal Housing Opportunities.

“This institution is an equal opportunity provider.”

