

Job Description – Assistant Manager

The Assistant Manager is responsible for assisting with the overall direction and control of the community, under the direction and supervision of the General Manager. This includes managing of the staff, servicing our residents, and working within the approved budgets.

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. Experience of completing light maintenance
- d. Must possess strong customer service skills
- e. Must possess a positive team-building attitude
- f. Team Leader
- g. Working use of property management software
- h. Experience in preparing and 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. Must possess a positive team building attitude
- d. Oversight and completion of the social media advertising for the property
- e. Entire property oversight and inspections, insuring both the interiors and exteriors of the site are in great condition.
- f. Walk the property each day to 'see' what our residents see.
- g. Stay within, prepare and work with the community's budget, insuring our owner's success.
- h. Responsible for the lease, move-in and move-out, insuring its accuracy and timely completion
- i. Assist in the collections of rent – Denizen Management's goal is less than 3% delinquency.

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

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. Travel for the first day training, QUE 101 and other Denizen Management required training
- f. Demonstrate initiative and follow through on projects and work assignments
- g. Proficient in the use of the Office Suite and propensity to learn new software programs
- h. Attention to detail and accuracy

I have read and understand my job description.

Signature: _____ Date: _____

Printed Name: _____

