

JOB DESCRIPTION
Residential Property Manager

BASIC FUNCTIONS

- Responsible for maintaining the integrity of the physical asset and maximizing the returns from the asset in accordance with the owner's (client) objectives.
- Responsible for the training and development of personnel assigned to specific properties.
- Accountable for the management of between 100 and 150 residential properties.

RELATIONSHIPS

- Reports to the Vice President, Property Management Division, Market Rental Properties, Locations.
- Maintains relationships with other departments within Locations, including sales, administrative, accounting, research, etc.
- Maintains relationships with clients as appropriate, and with the community and others in the profession.
- Maintains relationships with vendors suppliers, professionals servicing Locations clients' properties, and also outside general brokerage realtors.
- Work with clients/owners in achieving their investment objectives through superior and professional property management services.
- Identify and develop new business opportunities for Locations.
- Provide professional property management services, through methods and procedures established by company policies and programs, and to follow all policies and procedures as promulgated by management.
- To be responsible for all actions that involve or influence all properties managed by Locations, - Property Management Division.

RESPONSIBILITIES

The tasks and activities listed here are not all inclusive and may be modified at any time. However, they are indicative of the types of responsibilities customarily performed in this position.

PHYSICAL MANAGEMENT (Maintenance)*

- Schedule and coordinate repair/maintenance work.
- Conduct regular property inspections and follow-up on necessary preventative maintenance work.
- Take care of property maintenance emergencies, regardless of the time of day.
- Instruct tenants on basic use and care of the rental property.
- On a rotating basis, responsible for 24-hour emergency call service.

***Physical management may be in collaboration with a Maintenance Coordinator.**

MARKETING

- Schedule and show vacant properties, obtain commitment from prospective tenants.
- Compose, place, monitor effectiveness, and cancel rental advertising.
- Analyze classified rental ads on a weekly basis to determine advertising effectiveness and to provide clients with status reports of their vacant property.
- Use best efforts to solicit and acquire new property management business.

PROPERTY LEASING

- Establishes rapport with prospective tenants and determine their rental needs.
- Obtain commitment to rent (Rental Application) from interested parties.
- Screen tenant applications and determine that all minimum requirements, in accordance with Locations' rental policy, have been met.

ADMINISTRATIVE

- Prepares accurate Rental Agreements and Addenda for execution by tenants.
- Prepares lease extensions and renewals.
- Maintain effective and professional tenant relations.
- Supervise rental collections and carry out collection policies.
- Review and approve all invoices for assigned properties.
- Review for accuracy and approve all client monthly cash flow statements.
- Maintain cordial rapport with building Resident Managers.
- Complete duties in a professional and timely manner.
- Handle emergencies that may arise, regardless of the time of day.
- Communicate, verbally and written, with clients, tenants, and others.
- Coordinate tenant evictions, including hiring of attorney and court appearances.
- Keeps owners and/or management advised of significant operational problems and of deviations from the management plan.
- Properly record, and provide safeguards for the safekeeping of all property keys in an orderly and systematic fashion, with high security controls.

REQUIRED SKILLS / EXPERIENCES

- Minimum high school graduate; some college education or degree in real estate preferred.
- Active Hawaii real estate salesman license.
- Prefer some **residential** property management experience.

PERSONAL QUALIFICATIONS

- Possess appearance and manner compatible with image of the company.
- Be assertive: initiate action and following through.
- Have excellent verbal and written communication skills.
- Computer literate [Yardi VOYAGER Property Management, Word 6.0, and Excel 5.0 preferred].
- Ability to interact with a wide range of people.
- Possess service-oriented skills.
- Decisiveness: ability to solve problems in an equitable manner for all concerned.
- Salesmanship.
- Energetic and able to handle a variety of tasks simultaneously.
- Attentiveness to detail.
- Integrity: moral soundness in business dealings that tests steadfastness to truth, purpose, responsibility, and trust.
- Must be bondable.
- Have own car and valid Hawaii driver's license.

The above information on this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.