

**JOB DESCRIPTION**

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| **TITLE** | Resident Manager |
| **LOCATION** | Charleston, SC |
| **FLSA Status** | Exempt |
| **Supervising Position** | Senior Resident Manager/Regional |

Summary: The **Resident Manager** oversees all aspects of onsite operations of a multi-family or single family portfolio and manages the operations and financial performance of an assigned apartment community or regional portfolio (100-425 units) for JHW.

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| **Tasks & Responsibilities:** |

* Conduct all business in accordance with company policies and procedures, Fair Housing, ADA, Fair Credit
Reporting Act and all other Federal, State and Local laws pertaining to Residential Housing.
* Fully implement and enforce all policies and procedures as outlined in the J.H.W. Policy and Procedures
Manual.
* Coordinate and facilitates leasing, resident retention, concessions and customer service activities. Maintains resident files.
* Must possess knowledge of all phases of leasing and resident retention programs. Contact and follow up
on all lease renewals. Show and close prospects when needed. Answer and handle incoming calls/ communciations from current residents always offering them excellent customer service.
* Collects rent from residents and posts into the AppFolio system. Complete Statements of Deposit Accounting (DAs) for vacated apartment units in the AppFolio system. Processes all applicable deposits, rents, and other fees and ancillary revenues collected.
* Post rental collections, make bank deposits and oversee the administration of accounting functions
* Contacts delinquent residents and communicates late notices and eviction notices. Adheres to company policies and procedures if rent is not received within a specified period of time.
* Ensure community meets all monthly, quarterly and annual financial and operational targets, including
achieving the highest possible net operating income through effective cost control and revenue
improvement programs.
* Ensure completion, accuracy, and timeliness of all regular and ad-hoc reporting requirements.
* Delinquency oversite for the designated portfolio
* Work with the Regional Asset Manager, local contractors, and maintenance team to execute unit turns
and rehabs.
* Supports Open Arms and other initiatives that demonstrate and enhance J.H.W. Enterprises Property Management corporate culture.
* Perform administrative duties as assigned by the Regional Manager to meet the needs of the business

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| **Skills/Competencies:** |

* Knowledge of general bookkeeping and accounting practices
* Knowledge of property management business procedures
* Customer service skills and conflict resolutions skills to overcome objections and resolve issues
* Organizational skills to maintain records and schedules
* Knowledge of apartment management laws and regulations at the federal, state, and local levels
* Sales knowledge, skills and abilities to sell products and services to new and existing customers
* Ability to visually inspect units, grounds, and other aspects of the property to determine adherence to standards
* Skill and ability to clearly and concisely communicate verbally and in writing
* Critical thinking and problem-solving skills
* Proficiency with Microsoft Office applications (Word, Excel, Outlook and PowerPoint). Ability to learn and operate AppFolio.
* Ability to maintain confidentiality and maintain appropriate discretion

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| **Experience:** |

* 1-2 years experience in property management or in a related industry required
* Bi-Lingual in Spanish may be required based on specific needs of property
* Valid Driver’s License from the state of residence/ Reliable Transporation

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| **Education:** |

* High School Diploma or GED equivalent, Bachelor’s Degree preferred
* SC Property Manager License, CAM, ARM designation required\*

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| Employee Signature | Supervisor Signature |
| Date | Date |