

**Job Title:**

**Assistant Community Manager**

**SCOPE AND PURPOSE**

**Under the supervision of the Community Manager, this position is responsible for the property management and social management of the community. American Apartment Management Company, Inc. (AAMCI) places a great deal of trust and confidence in the Assistant Managers. The Assistant Community Manager is part of the administrative team in charge of supervision of day-to-day operations.**

**DUTIES AND RESPONSIBILITIES**

- 1. Assist in the development of sound physical and fiscal policy in accordance with established management policies. Under the direction of the Community Manager, assume responsibility for all phases of operation of the property, including but not limited to the general administration and maintenance of the physical asset.**
- 2. Effectively represent the Owner in community activities, especially those related to senior citizens (for elderly properties)**
- 3. Provide social services and counseling to residents with emphasis on referral to the proper agencies. Maintain a good working relationship with area agencies to assure their assistance.**
- 4. Responsible for on-call handling of after hours and weekend emergencies as they occur.**
- 5. Assist in the preparation of leases and other management forms. Properly review and process all applications for residency, verifications, move-in forms, and recertifications.**
- 6. Assist in the collection and deposit of all resident payments. Daily deposits required.**
- 7. Work with the residents and any resident organizations. Attend meetings as required.**
- 8. Assist in the inspection of all units as required by your Policies and Procedures Manual.**

9. Assist in performing regular building and common area inspections. Record any deficiencies and take necessary action to improve the general appearance of the property and correct any deferred maintenance within the budget allocations.
10. Adhere to all maintenance and purchasing directives as per the Policies and Procedures Manual
11. Ensure that all maintenance requests are handled in a prompt, efficient, and cost effective manner.
12. Ensure that all vacancies are prepared and leased in a timely manner, striving to maintain 100% occupancy at all times.
13. May be required to drive personal vehicle for company business such as post office, bank, etc.
14. Perform all other duties as required.

### **QUALIFICATIONS**

1. **Experience:** The position of Assistant Community Manager is a profession. Apartment Management experience is preferred, but not mandatory.
2. **Integrity:** He or she must be reliable in all financial matters, in reports to supervisors, other management personnel, and in relationships with the residents.
3. **Relationship with Residents:** The Assistant Community Manager must have a pleasing personality and be congenial to all residents. He or she must be fair and consistent in upholding all policies. He or she must understand people and their needs. It is the policy of AAMCI that all Assistant Community Managers adhere to the EQUAL OPPORTUNITY AND FAIR HOUSING Requirements. The Assistant Community Manager should be acquainted with the cultural backgrounds and economic status of the residents. It must be remembered at all times that we are often dealing with people with economic problems.
4. **Interest, enthusiasm, good sense of humor, health, and stamina** are required to perform the duties.

5. **Must use common sense and judgment in day-to-day contact with residents and other business associates. Self-control is to be maintained at all time, under all circumstances.**
6. **Appearance: The Assistant Community Manager should be very neat and clean, and should dress appropriately. Uniforms must be worn, if provided.**
7. **Record Keeping: The Assistant Community Manager should have some accounting and administrative background. Handwriting should be neat and legible. The Assistant Community Manager must be able to operate a computer, calculator, and telephone system.**
8. **Education: Some college or degree preferred. ARM, CAM, S.T.A.R. or RAM designation also preferred. Must have a high school diploma.**
9. **Physical: Ability to endure unit and property environment, both inside and outside. Some exposure to changes in temperatures and inclement weather conditions. Normal vision and color perception. Ability to hear normal tones. Constant sitting, standing, walking, or climbing as needed. Regular lifting and carrying up to 25 pounds.**

**I understand and agree with the conditions outlined in this job description.**

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**Employee Signature**

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**Date**