

**Job Title:**  
**Community Manager**

**SCOPE AND PURPOSE**

The activities and responsibilities of the Community Manager are the most varied and broad in scope of any position in the property management chain of command. Only those who have been selected with due concern for their personalities and abilities to master and handle a multitude of situations will succeed.

American Apartment Management Company, Inc. (AAMCI) places a great deal of trust and confidence in the Site Managers. The firm takes the Site Managers into a partnership, whereby the Site Manager is part of the administrative team in charge of supervision of day-to-day operations.

**DUTIES AND RESPONSIBILITIES**

1. Over see the development of sound physical and fiscal policy in accordance with established management policies. Total responsibility (under the direction of the property manager) for all phases of operation of the property, including but not limited to the general administration and maintenance of the physical asset and direction and control of all personnel.
2. Establish long and short-term property goals.
3. Effectively represent the Owner in community activities, especially those related to senior citizens (for elderly properties)
4. 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.
5. Responsible for handling after hours and weekend emergencies as they occur.
6. Responsibility for the work performed by all staff members under his or her supervision. Hire, evaluate, and terminate employees in accordance with the Management Company Policy Directives
7. Maintain accurate payroll records for all employees.
8. Prepare leases and other management forms. Properly review and process all applications for residency, verifications, move-in forms, and recertifications.

9. **Collection and deposit all resident payments. Daily deposits required. Maintain all records of property transactions and preparation of financial, administrative, and maintenance reports.**
10. **Purchase supplies and obtain necessary bids on contract work within the assigned limits. Supervision of outside contractors working on the property.**
11. **Work with the residents and any resident organizations. Attend meetings as required.**
12. **Inspect all units as required by your Policies and Procedures Manual.**
13. **Perform 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.**
14. **Report any and all accidents and emergency situations to the home office immediately and prepare the proper reports as directed.**
15. **Properly maintain a Manager's Checking Account.**
16. **Adhere to all maintenance and purchasing directives as per the Policies and Procedures Manual**
17. **Ensure that all maintenance requests are handled in a prompt, efficient, and cost effective manner.**
18. **Ensure that all vacancies are prepared and leased in a timely manner, striving to maintain 100% occupancy at all times.**
19. **May be required to drive personal vehicle for company business such as post office, bank, etc.**
20. **Perform all other duties as required.**

### **QUALIFICATIONS**

1. **Experience:** The position of Site 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 Site 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 Site

**Managers adhere to the EQUAL OPPORTUNITY AND FAIR HOUSING Requirements. The site 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. The Manager should be able to handle these problems with a fair approach to the situations that may exist.**

- 4. Interest, enthusiasm, good sense of humor, health, and stamina are required to perform the duties.**
- 5. The Site Manager 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 Site Manager should be very neat and clean, and should dress appropriately. Uniforms must be worn, if provided.**
- 7. Record Keeping: The Site Manager should have some accounting and administrative background. Handwriting should be neat and legible. The Site Manager must be able to operate a computer, calculator, and telephone system.**
- 8. Education: Some college or degree preferred. ARM, CAM, 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.**

**Since my job is so diversified and I am on a salary of \_\_\_\_\_ annually, I acknowledge that I will receive no overtime pay.**

\_\_\_\_\_  
**Applicant Signature**

\_\_\_\_\_  
**Date**