



ASSISTANT PROPERTY MANAGER

Summary of Position: The assistant property manager is responsible for assisting the property manager in managing all on-site operations and achieving property financial and operational objectives as defined by the property owner, the management company, and management team.

Position Type: This position is non-exempt and reports to the Property Manager.

Essential Functions: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The assistant property manager has primary responsibility for ensuring all traffic, prospect, leasing, renewal, and revenue data is correctly entered into the property software system, producing daily, weekly, and monthly activity and operating reports, and that resident files are correctly maintained.
- Ensures that all activities are conducted in compliance with all local, state and federal employment, housing, landlord/tenant, safety and real estate laws.
- Works with property manager and members of the property team to maximize revenues, adheres to budgeted cost parameters and, in general, maximizes property occupancy and NOI.
- Works with property manager and other members of the property team to maximize revenues and adhere to budgeted cost parameters.
- Works with office staff and collection agencies to insure all monies are collected as due and that all revenue data is posted correctly in the on-site property management software system.
- Makes daily deposits of all receipts.
- Handles preparation of all resident notices, including late payments and evictions.
- Works with legal counsel and local officials to perform evictions as required.
- Works with property manager to perform monthly close and produces monthly financial, leasing and other property activity reports.
- Answers and responds to telephone inquiries. Schedules site visits as appropriate.
- Shows and leases apartments, as necessary. Reviews lease paperwork with residents and explains property rules and regulations. Ensures all lease paperwork is completed correctly and has been approved by the property manager.
- Ensures all prospect, traffic, move-in, move-out and other leasing data is entered correctly and in a timely manner into the on-site property management software system.
- Works with management team to administer renewal program and works to maximize resident renewals.
- Works with property manager to hire, train and develop on-site employees according to company policy and procedure.
- Assists property manager with scheduling employees according to forecasted workloads.
- Assists property manager with counseling and reviewing employees as necessary and

- as required by company policy and procedure.
- Works with property manager to develop an effective, proactive team that works together to achieve property objectives.
- Works with property manager and maintenance team to insure that apartment units, common areas and grounds are maintained according to property objectives.
- As required, inspects units, common areas and property to insure adherence to property standards.
- Works with property manager and maintenance staff to schedule turnkeys and ensures apartment units are available for scheduled move-ins.
- Works with property manager to insure adherence to company safety standards, policies and procedures. Works with property manager to insure that all safety inspections are completed as required and ensures adherence to company key control policies.
- Completes, as necessary, all required paperwork for all liability, workers' compensation and property insurance claims. In the absence of the property manager, follows-up with the insurance companies and the residents, as required.
- Takes service requests from residents and works with property team to insure adherence to customer service standards. Works with on-site staff to insure that resident issues are dealt with in a timely manner and that proper follow-through is done.
- Assists property manager with scheduling, organizing, and hosting resident functions.
- Participates in agency or professional group seminars or conferences to increase professional knowledge.
- Accepts responsibility for his/her own work and for his/her own professional development.
- Upholds the mission and values of VOA of Illinois at all times.

Other Duties: As assigned by the supervisor.

Work Environment: Though the hours are typically Monday through Friday, the Assistant Property Manger must be able to work any of the seven days of the week as necessary to get the job done.

Physical Demands: Physical demands are part of the essential functions of this position, for which reasonable accommodations will be made upon request or if the need for an accommodation is obvious.

Education and Experience:

- Position minimally requires a High School Diploma (or equivalent).
- Must be able to read, write and communicate English fluently.
- Must be able to complete advanced business mathematical functions.
- Position requires excellent organization and customer service skills.
- Ability to handle multiple priorities successfully.
- Must be able to communicate effectively with a variety of personnel.
- Must have strong problem solving/analytical skills and be able to develop strategies and plans to achieve property objectives.
- Qualified individuals must have at least two years of experience in property management, at least one year of which must have been as an assistant manager or property manager.
- Must have proven ability to understand and explain financial reports and lease apartments.
- Must be proficient in operating a computerized software program for property management.

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regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Reasonable accommodations are available and will be provided to qualified applicants and employees with disabilities. Generally, the individual with a disability must inform VOA of IL that an accommodation is needed.

Job Type: Full-time