

Property Manager

Announcement #0218

Position Summary:

The Property Manager is responsible for leasing and managing Aletheia House properties. The Property Manager works closely with the Director of Housing to accomplish the mission and service goals of Aletheia House.

Office Position: Birmingham, AL

Primary Responsibilities:

Leasing:

- Receive rental applications from perspective tenants. Screen and interview potential tenants.
- Negotiate tenant leases; collecting security deposit.
- Submit completed rental applications for perspective tenants to Aletheia House accounting staff. Completed submissions include: rental application, background check and income verification (check stubs, employment contract or written verification from employer).

Tenant Relations:

- Oversee and maintain positive customer service to residents and potential tenants.
- Answer resident complaints, concerns, and requests in a timely manner to ensure resident satisfaction with management.
- Keep open lines of communication with Director of Housing, Maintenance Manager and Chief Operating Officer regarding tenant complaints, concerns, and requests.
- Ensure tenants are aware of property rules by implementing property policies and procedures.
- Counsel tenant violators who are not following occupancy policies and procedures.

Marketing and Outreach:

- Utilize marketing and outreach to secure prospective residents.
- Ensure property is rented to fullest capacity.

Maintenance:

- Oversee properties to ensure the appearance is satisfactory, maintained, and are up to code.
- Work closely with the Maintenance Manager regarding property maintenance needs by conducting visual inspections (walk through) and preventative maintenance by reporting specific needs in a timely manner. Inspect vacant apartments on a consistent basis.
- Ensure all service requests are recorded and communicated appropriately to maintenance.

Recordkeeping:

- Prepare reports by collecting, analyzing, and summarizing data and trends.
- Maintain record on all aspects of management activity on a daily, weekly, and monthly basis.
- Submit required reports to immediate supervisor and accounting personnel on a weekly and monthly basis.
- Ensure tenant charts are up to date and have all required information.

Supervision:

- Effectively supervise Leasing Agent and Leasing Agent Assistant.
- Work closely with Security Personnel regarding tenant complaints, property issues, etc.
- Fill in for Leasing Agent in their absence.
- Plan weekly / daily office activities, staff schedules and assignments

Delinquency and Eviction:

- Ensure Accounting Personnel are notified in a timely manner of any tenant issues or discrepancies regarding payments and late notices.
- Ensure that payment delinquent notices go out in a timely manner.
- Work closely with Attorneys regarding tenant evictions. Attend court hearings as the Aletheia House Representative regarding tenant evictions.

Other Duties:

- Answer phone calls and questions in a professional appropriate manner.
- Attend staff meetings and trainings as required.
- Implement Aletheia House policies and procedures. Implement local, state, and federal safety rules.
- Perform other duties as assigned by the Director of Housing, Chief Operating Officer and/or Executive Director.

Qualifications:

- 2+ years of experience in property management or real estate a plus.
- High level of professionalism

Travel Requirements:

- Must be willing to use and have your own personal transportation. Local frequent need (20%-25%) of the time to utilize personal transportation to inspect apartment community and surrounding neighborhood, make trips to court house and Administrative building.
- Mileage reimbursement for personal use of vehicle is included.
- Occasional use of golf cart may be necessary.

Job Salary:

\$34,000 - \$37,000

Hours:

F/T, Exempt, Monday - Friday 8:30 am - 4:30 pm

*Must be able to work flexible hours occasionally to meet tenants after hours.

Benefits:

Benefits are excellent including health insurance with dental, retirement, paid vacations and paid sick leave.