



## CONDO REAL ESTATE

### Property Management Team Member

### Job Description

**Job Summary:** Ensures that the operations of the property(ies) are in compliance with the standards and expectations of the Associations and the Company. Works effectively in a team setting to facilitate effective management of all information related to the property, including equipment, accounting, lease administration, resident relations, and overall maintenance planning and implementation to insure excellent property maintenance and appearance.

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#### **Duties and Responsibilities:**

##### Financial

- Prepare and Distribute Monthly statements to residents.
- Code and summarize weekly invoices.
- Produce monthly work order bill backs for tenants.
- Distribute the final monthly reports to the Association Board members, timely.
- Oversee the AR and AP functions in Yardi to insure the property files are accurate and that accounting is being done accurately as far as operations are concerned.

##### Resident and Community Relations

- Develop positive working relationships with all residents and related community groups.
- Find creative ways to give every resident and visitor a positive and amazing experience. Quality control is critical.
- Ensure that all resident inquiries and complaints are timely and satisfactorily addressed.
- Plan and implement resident relations events and experiences.
- Coordinate simple building events (i.e. cookie sales, blood drives, Toys for Tots, cider and donuts, etc).
- Coordinate all resident move ins and outs, notifying any related vendors and team members.
- Produce newsletters and positive electronic tenant communications, routinely.

##### Parking

- Keep a summary list of all parking assignments.
- Keep updated shared files on all things parking and structure for quick reference.



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#### Administration

- Stay on top of dues collections and all financial matters affecting the property and report monthly to leadership.
- Keep all cloud files on vendors, residents, contracts and matters affecting the property updated.
- Keep all resident and other correspondence files updated and well organized.
- Provide updated resident welcome packages for new residents and distribute with welcome gifts.
- Attend local quasi-governmental and public meetings that affect the properties and update the Board, monthly, on activities occurring in and around the properties.
- Maintain office equipment and order supplies.
- Maintain a clean and organized office including filing system.
- Ensure that preventative maintenance is scheduled and performed according to requirements.
- Make sure that the maintain system and resident databases (billing contacts, fire wardens, etc.) is being kept updated at all times.
- Update electronic "binder" monthly to insure accuracy and most current information.
- Assist with reporting and tracking of payroll for any hourly team members.

#### Operations

- Develop and document property management procedures.
- Ensure that Landport or other maintenance tracking systems are in place, updated constantly and monitored for accuracy.
- Bid out ALL vendor contracts and use the approved purchase order or vendor agreements once securing approval from the Board of Directors to move forward with any contracts or agreements.
- Complete an operations binder for each property within the first year of management.
- Read the management agreement for each property and abide by the contract terms, notifying leadership, immediately, of any issues or concerns as they may come up.

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#### **Skills, Education & Experience:**



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- Minimum of 3 years' experience in Property Management required, degree preferred.
- Ability to handle multiple projects and prioritize when necessary.
- Exceptional attention to detail and accuracy.
- Service-orientated.
- Understanding of general property operations and maintenance for the built environment.
- Excellent written and verbal communication skills and relationship building skills.
- Proficient in Microsoft - Excel, Outlook and Word software packages.