



**Fortis Property Management Job Description**

<b>Job Title: Assistant Manager</b>	<b>Weekly Hours: 40</b>
<b>Department: Operations</b>	<b>Prepared by: Human Resources</b>
<b>Reports to: Community Manager</b>	<b>Date:3/1/2021</b>

**Position Overview:**

The main focus of the Assistant/Business Manager is to assist the Community Manager in the enhancement of the community for which they are responsible for in the most efficient and profitable manner possible based upon the goals and objectives of the owner(s), investor(s), as well as, ensuring the greatest possible satisfaction and well-being of all customers. Additional responsibilities include resolving resident issues, accounts receivable and accounts payable, accurate maintenance of all aspects of the Rent Roll computer program.

**Principal Duties and Responsibilities (Essential Functions\*\*):**

The Assistant Manager will work in coordination with the Community Manager to meet the goals and objectives of the community in the most efficient and profitable manner. Under the direction of the Community Manager they are responsible for:

**Financial**

- ☞ Assist in the preparation of the annual operating budget
- ☞ Collect all rents and other incomes while controlling property expenses within the guidelines of the budget
- ☞ Ensure all bank deposits are made in accordance with Company policy and procedures
- ☞ Process all invoices on a weekly basis and submit to the Accounting Department in a timely manner and with all required paperwork (after approval of the Community Manager)
- ☞ All on-site accounting functions
- ☞ Collect and process all payroll for the community

**Tenant Relations**

- ☞ Provide superior customer service
- ☞ Resolve tenant complaints

**Staff Relations and Administration**

- ☞ Management of the community in the absence of the Community Manager
- ☞ Adherence to and proper implementation of all Fortis Properties Management policies and procedures
- ☞ Thorough knowledge of the on-site computer system
- ☞ Knowledge of and adherence to the following:

- Fair Housing policies and procedures
- Life/Safety issues
- ADA, OSHA, EPA policies and procedures

☞ Other duties as needed or required

**Supervision Received:**

The Assistant Manager will report to the Community Manager and/or Regional Property Manager.

**Supervision Exercised:**

The Assistant Manager will coordinate with the Community Manager to supervise all on-site Associates and all outside contractors employed by Fortis Property Management to work at their community.

**Qualifications & Skills:**

☞ Education

- Two or four year college degree preferred
- High School graduate or equivalent

☞ Experience

- Minimum of 1-3 years multi-family property management.
- Strong marketing and sales background
- Accounting system functions

☞ Special Skills

- Ability to successfully interact with people
- Organizational skills
- Computer literate with the following software:

Rent Roll

Microsoft Office (Word, Excel)

- Strong communication skills both orally and written
- Good decision making ability
- Professional image