



Fortis Property Management Job Description

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

Position Overview:

The main focus of the Community Manager is to enhance the community for which they are responsible in the most efficient and profitable manner possible based upon the goals and objectives of the owner(s) and investor(s), as well as ensuring the greatest possible satisfaction and wellbeing of all customers. In addition, responsibilities include leading and teaching our Associates to maximize their professional growth and ensuring they are treated equally, ethically, and morally on a consistent basis.

Principal Duties and Responsibilities (Essential Functions):**

The Community Manager is responsible for the total on-site operations of the assigned Community. Under the direction of the Regional Property Manager and/or Director of Property Management, they are responsible for:

Financial

- ☞ In conjunction with the Regional Property manager, the Community Manager will assist in the preparation and formulation of the annual operating budget for each calendar year. Additionally the Community Manager is responsible for operating the property within the established budget.
- ☞ Collect all rents and other incomes while controlling property expenses within the guidelines of the budget
- ☞ Ensure all weekly, monthly, quarterly, and annual reporting is completed in an accurate and timely manner
- ☞ Review and analyze monthly financial statements and provide a written report to the Director of Property Management

Marketing

- ☞ Keep community occupied with qualified tenants through advertising and promotional activities
- ☞ Complete market surveys and maintain a current knowledge of the local market
- ☞ Grow the market rents at your Community in excess of the competition

Tenant Relations

- ☞ Develop and implement an effective resident retention program
- ☞ Provide superior customer service
- ☞ Present lease agreements and renewals at the highest possible rental rates
- ☞ Resolve tenant complaints
- ☞ Oversee eviction proceedings if necessary

Facilities Management

- ☞ Responsible for the physical condition and maintenance of the Community
- ☞ Continually inspect the Community and implement an ongoing maintenance and improvement plan
- ☞ Quickly resolve emergency maintenance issues

Staff Relations and Administration

- ☞ Hiring, training, evaluating, motivating, and supervising all on-site Associates
- ☞ Develop and supervise an ongoing training program for all on-site Associates
- ☞ 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:
 - Legal matters and laws applicable to the state in which the property is located
 - Fair Housing policies and procedures
 - Life/Safety issues
 - ADA, OSHA, EPA policies and procedures
 - Risk Management adherence
- ☞ Other duties as needed or required

Supervision Received:

The Community Manager will report to the Regional Property Manager and/or Director of Property Management. Leadership will provide ongoing support and direction for community growth

Supervision Exercised:

The Community Manager will 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
 - Industry and related continuing education
 - NAA Certified Apartment Manager designation preferred
 - IREM designation preferred
 - High School graduate or equivalent
- ☞ Experience
 - 3-5 years multi-family property management.
 - Strong marketing and sales background

☞ Special Skills

- Ability to successfully lead, manage, and teach people
- Organizational skills
- Ability to delegate
- Computer literate with the following software:
 - Rent Roll
 - Budget Builder
 - Microsoft Office (Word, Excel)
- Strong communication skills
- Strong math skills with the ability to read and understand financial statements
- Good decision making ability
- Professional image