

**QUEST ASSET MANAGEMENT, INC.
PERFORMANCE EVALUATION**

Name: _____

Property: _____

SS # _____

Purpose of Review

Evaluation Period (fill in dates)

From: _____

To: _____

Annual
New Hire
Promotion

Transfer/Job Change
Disciplinary Action
Other _____

Final approval by:

Signature: _____

JOB TITLE: ASSISTANT MANAGER

REPORTING: The Assistant Manager reports to the Property Manager and the Regional Manager in the Property Manager's absence.

The Assistant Manager is responsible for assisting the Property Manager in maintaining all aspects of the property operation. The Assistant Manager will assume responsibility for the property Operations in the Property Manager's absence.

EVALUATION KEY: YES = Acceptable Performance NI= Needs Improvement N/A= Not Applicable

A. ESSENTIAL FUNCTIONS:

- _____ 1. Notifies residents of upcoming lease renewal and re-certification. This would include sending letters 90, 60, and 30day notices.
- _____ 2. Completes LIHTC paperwork and verifications on all lease renewals prior to current lease expiration.
- _____ 3. Prepares LIHTC move-in paperwork prior to Property Manager review and Compliance Supervisor approval. In some cases the move-in certifications may be the Assistant Manager's responsibility.
- _____ 4. Maintains Rent Roll including advancing the day, all pending activity, move-ins, move-outs, renewals, traffic, NSF notices, notices to vacate, etc.
- _____ 5. Maintains resident account and escrow deposit ledgers along with maintaining accurate property files and records.
- _____ 6. Post rent, application fees, deposits and miscellaneous income on a daily basis. Make bank deposits daily and e-mails deposit slip and summary report to corporate office.

- _____ 7. Completes move-out dispositions (FAS) on a weekly basis.
- _____ 8. Collects delinquent rent account balances and update the status on the delinquency report.
- _____ 9. Assists with any legal proceedings instituted by property management. This includes posting 3-day notices, filing evictions and following bad debt collection procedures.
- _____ 10. Assist in preparation of advertising and marketing programs.
- _____ 11. Show apartments to prospective residents and process applications for residency. Follow up on prospective residents.
- _____ 12. Can prepare autobill, close-out and any other reports required during the month, in the manager's absence.
- _____ 13. Responds to resident inquires, complaints, concerns and services in a timely and positive, professional manner.
- _____ 14. Completes pre-move out inspections and move-in walk throughs as necessary.
- _____ 15. Assists in supervising property staff including maintenance in the absence of the Property Manager.
- _____ 16. Schedules maintenance work and contractors as assigned by the Property Manager.
- _____ 17. Walks apartments at move-out for damages and walk vacant apartments for rent ready status as necessary.
- _____ 18. Assists in handling any emergency that may arise.
- _____ 19. Performs any additional duties assigned by the Property Manager or Regional Manager, in a thorough and professional way.
- _____ 20. Performs all daily Rent Roll updates and other OneSite tasks before leaving for the day.
- _____ 21. Is consistent at entering service requests in OneSite and/or manually (depending on the property's software), and updating maintenance of priority requests.
- _____ 22. Is consistent at closing-out service requests and filing requests for future reference.
- _____ 23. Has been responsible for securing the property including the front door, manager's office, common area spaces and setting the alarm, if applicable, without any occurrences since the last review.

B. JOB PROFICIENCIES:

- _____ 1. Appearance is compatible with image of property, positive attitude, good sense of humor, energetic, assertive and capable role model for subordinates.
- _____ 2. Demonstrates integrity on personal as well as professional level.
- _____ 3. Demonstrates exceptional oral and written skills.
- _____ 4. Attentive to detail.
- _____ 5. Ability to positively interact with a wide range of people.
- _____ 6. Ability to solve problems involving residents, finances, equipment failure, emergency situations in a confidential manner.

- _____ 7. Ability and willingness to fulfill leasing responsibility, unit cleaning, grounds pick up, receptionist, and other work as may be reasonably directed by the Property Manager or Regional Manager.
- _____ 8. Complies with Quest Asset Management, Inc. policies and procedures.
- _____ 9. Has dependable transportation.

PYHYSICAL REQUIREMENTS:

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel objects, tools or control; reach with hands and arms; and talk or hear. The employee is frequently required to stand, walk, sit, climb or balance; and occasionally required to stoop, kneel, crouch, or crawl; and taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and the ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- _____ 1. Is the employee able to perform the duties listed above?
- _____ 2. At the time of this evaluation, did the employee request reasonable accommodations to perform essential functions, noted above?

If "Yes" to question #2 above, what accommodations were requested?

GOALS	
Progress in achieving goals set during last review.	New Goals

ACKNOWLEDGEMENT:

I, _____, have reviewed this employee evaluation and am able to perform the duties and agree to adhere or improve to these standards as a condition of my employment.

This employee evaluation and my job description should not be construed to imply that these requirements are the exclusive standards of the position. The employee will follow any other instructions, and perform any other related duties, as may be required by their Supervisor.

I understand that employment with Quest Asset Management, Inc. is at will, meaning that employment may be terminated at any time for any reason without specific prior notice.

I understand that this is not an employment contract but merely an acknowledgement of the company's evaluation of my performance during the *Evaluation Period* listed on page one of this form.

Employee Signature

Date

Property Manager's Signature

Date

Regional Supervisor Signature

Date