

**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: PROPERTY MANAGER

REPORTING: The Property Manager reports to the Regional Property Manager and works as a team leader with the on-site staff.

It is the Property Manager's responsibility to ensure quality service is provided to the residents and community.

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

A. ESSENTIAL FUNCTIONS:

- _____ 1. Takes all action prudent in accordance with this job description and any future directives to ensure that company policies and standards are being upheld and that all work is being done properly, safely and in a timely manner.
- _____ 2. Maintains responsibility for hiring, supervising, motivating, developing and terminating all on-site personnel ensuring staff performance of duties is completed on a timely basis.
- _____ 3. Perform all employee evaluations in a timely manner.
- _____ 4. Responsible for maintaining the physical asset and maximizing the financial returns from the asset in accordance with objectives while promoting the company's professional standards of quality.
- _____ 5. Maintain relationships with other departments within the company, community, professional peers, vendors and professionals servicing the company or property.
- _____ 6. Oversee and assist with all aspects of marketing, leasing and resident retention.
- _____ 7. Keep abreast of area competition and analyzes monthly market survey trends by updating the property's market survey quarterly.
- _____ 8. Review all rental applications, lease forms and tax compliance forms for

- accuracy and qualification within the LIHTC program, If applicable.
- _____ 9. Ensure good resident relations are maintained through responding to resident inquiries, complaints and concerns. Provide satisfactory documentation to assure fair and timely resolution of disputes or issues with residents, employees or others.
 - _____ 10. Supervises move-in and move-out procedures ensuring that policies and standards are followed.
 - _____ 11. Supervises all scheduling of maintenance and contract work including regular follow-up inspections on make-readies and property appearance.
 - _____ 12. Responsible for holding weekly meetings to update and review workload and to support and communicate property and company goals to on-site personnel.
 - _____ 13. Make recommendations for physical repairs and improvements and assist with bidding and processing all required documents for assigned projects.
 - _____ 14. Assist in preparation of budget and obtains proposals for capital projects approved by the Regional Property Manager.
 - _____ 15. Report variance from budget, approves all invoices for payment and report accurate and timely payroll information.
 - _____ 16. Ensure proper inventory of equipment and supplies.
 - _____ 17. Supervise maintenance of all property files and records.
 - _____ 18. Review market rents to ensure proper rates are being charged, monitor delinquencies, and bad debt policies to assure timely collection of rents or filing evictions.
 - _____ 19. Handles any emergencies or problems that may arise on site. Communicate problems and make recommendations to Regional Manager.
 - _____ 20. Responsibility for ensuring that model units are clean and ready for showing, if applicable. (towels, bedding, shower curtain, etc.)

B. JOB PROFICIENCIES:

- _____ 1. Management and leasing experience with computer knowledge and industry related skills
- _____ 2. Continues education through the company's assigned online classes or through the local apartment association (or like agencies).
- _____ 3. Knowledgeable in regulations related to the industry such as Fair Housing, Code Compliance, OSHA and LIHTC.
- _____ 4. Ability to work within a budget.
- _____ 5. Professional appearance, positive attitude, energetic, assertive and capable role model for subordinates.
- _____ 6. Demonstrates integrity on a personal as well as professional level.
- _____ 7. Exceptional communication skills with an ability to positively interact with a wide range of people.
- _____ 8. Has a CAM (Certified Apartment Manager) certificate.
(If not, score "NI")
- _____ 9. Has attended at least two apartment association meetings in 12 months.
(If not, score "NI", and if not available, "N/A") Confirmation required.
- _____ 10. Has taken at least one apartment association class in the past 12 months.
(If not, score "NI") Receipts required.
- _____ 11. Has physically dropped off property literature to each local housing authority on a quarterly basis. (If not, score, "NI")

- _____ 12. Has attended a city sponsor event, such as a crime watch meeting, fire or police sponsored seminar, city council meeting or similar city sponsored event, once every six months. (If not, score "NI")
- _____ 13. Has completed all training courses assigned through The Training Factor. (If not, score "NI")
- _____ 14. Has ensured that **ALL** property employees have completed assigned courses through The Training Factor within 90 days of employment (If not, score "NI")
- _____ 15. Attentive to details.
- _____ 16. Ability to solve problems involving all aspects of property management.
- _____ 17. Ability and willingness to substitute for any leasing responsibility, housekeeping, grounds pick up and other work as may be reasonably directed by the Regional Manager.
- _____ 18. Complies with Quest Asset Management, Inc. policies and procedures.

PHYSICAL REQUIRMENTS:

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, 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?
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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