

QUEST ASSET MANAGEMENT, INC.
Job Description

JOB TITLE: Assistant Manager

REPORTING:

The Assistant Manager reports to the Property Manager and the Regional Supervisor 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.

**ESSENTIAL
FUNCTIONS:**

1. Responsible for notifying residents of upcoming lease renewal and re-certification. This would include sending letters 90, 60, and 30-day notices.
2. Responsible for completing LIHTC paperwork and verifications on all lease renewals prior to current lease expiration.
3. Responsible for reviewing LIHTC move-in paperwork prepared by Leasing Associate prior to Property Managers review and approval. In some cases the move-in certifications may be the Assistant Manager's responsibility.
4. Maintain monthly the LIHTC annual report for submission with the monthly closing.
5. Maintain Rent Roll including advancing the day, all pending activity, move-ins, move-outs, renewals, traffic, NSF checks, notices to vacate, etc.
6. Maintain resident account and escrow deposit ledgers along with maintaining accurate property files and records.
7. Post rent, application fees, deposits and miscellaneous income on a daily basis. Make bank deposits daily and fax deposit slips and log to corporate office.
8. Complete move-out dispositions (FAS') on a weekly basis.
9. Collect delinquent rent account balances and update the status on the delinquency report.
10. Assist with any legal proceedings instituted by property management. This includes posting 3-day notices, filing evictions and following bad debt collection procedures.
11. Assist in preparation of advertising and marketing programs.
12. Show apartments to prospective residents and process applications for residency. Follow up on prospective residents.
13. Prepare scheduled billing, close out and any other reports required during the month.
14. Respond to resident inquires, complaints, concerns and services.
15. Complete pre-move out inspections and move-in walk throughs as necessary.

16. Assist in supervising property staff including maintenance in the absence of the Property Manager.
17. Schedule maintenance work and contractors as assigned by the Property Manager.
18. Walk apartments at move-out for damages and walk vacant apartments for rent ready status as necessary.
19. Assist in handling any emergency that may arise.
20. Perform any additional duties assigned by the Property Manager or Regional Supervisor.

REQUIREMENTS:

1. High school graduate or some college preferred.
2. Assistant Manager, accounting or leasing experience.
3. Ability to handle finances and work within a budget.
4. Appearance compatible with image of property, positive attitude, good sense of humor, energetic, assertive and capable role model for subordinates.
5. Demonstrated integrity on personal as well as professional level.
6. Exceptional oral and written skills.
7. Attentive to detail.
8. Ability to positively interact with a wide range of people.
9. Ability to solve problems involving residents, finances, equipment failure, emergency situations in a confidential manner.
10. Ability and willingness to substitute for leasing responsibility, unit cleaning, grounds pick up, receptionist, and other work as may be reasonably directed by the Property Manager or Regional Supervisor.
11. Comply with Quest Asset Management, Inc. policies and procedures.
12. Dependable transportation.
13. If required to drive, a valid state driver's license and minimum of liability insurance required by the state is required.

PHYSICAL 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.

WEEKEND HOURS OF OPERATION

With advance written notice to the Property Manager from the Regional Supervisor, a property's Regional Supervisor can require a specific property to work on Saturday and/or Sunday. The Regional Portfolio Supervisor will set the hours of operation for each Saturday and/or Sunday worked and required hours worked [either day] may vary between locations. With advance written notice to the Property Manager by the Regional Supervisor, all leasing employees including the Property Manager, Assistant Manager and Leasing Associate can be required to work on Saturday and/or Sunday per the policy outlined in this section. In absence of a Property Manager (for any reason), the Assistant Manager will be sent advance written notice of any weekend hours of operation in lieu of the Property Manager and such weekend hours will be enforceable.

As agent, it is the sole responsibility of the Regional Supervisor to use all available resources in order to meet or exceed each property owner's goals and expectations. Regardless of ownership, the goals and expectations for each property are never the same. For this reason, required weekend days and hours of operation may vary between properties. Reasons for varying weekend schedules may include but are not limited to community occupancy, high vacancy loss (in dollars; per budget), intermittent understaffing, rent collections (*from the first through the third of each month*), or completion of assigned online employee training.

The above weekend hours of operation do not apply to emergency situations that transpire on the weekend. Examples of emergencies might include fire, flood, major plumbing issues, inclement weather damage, elevator entrapment, a fire sprinkler system malfunction or any other health / safety issue. For weekend emergencies (and without advance written notice), Property Managers are required to coordinate with the Lead Maintenance Technician and work weekend hours until the emergency issue is resolved.

ACKNOWLEDGEMENT:

I have reviewed this job description and am able to perform the duties and agree to adhere to the standards as a condition of employment.

I understand that this job description does not list the exclusive standards of the position and that I must also follow any other instructions, and perform any other related duties as may be required by my 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 expectations of me.

Signature

Date