

QUEST ASSET MANAGEMENT, INC.
Job Description

JOB TITLE: Property Manager

REPORTING:

The Property Manager reports to the Regional Supervisor 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.

**ESSENTIAL
FUNCTION**

1. Take 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. Responsible 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. Approve all Rental Applications and LIHTC paperwork prior to forwarding to the appropriate Compliance Director.
7. Oversee and assist with all aspects of marketing, leasing and resident retention.
8. Keep abreast of area competition and analyzes monthly market survey trends.
9. Review all rental applications, lease forms and tax compliance forms for accuracy and qualification within the LIHTC program, if applicable.
10. 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.
11. Supervise move-in and move-out procedures ensuring that policies and standards are followed.
12. Supervise all scheduling of maintenance and contract work including regular follow-up inspections on make-readies and property appearance.
13. Responsible for holding weekly meetings to update and review workload and to support and communicate property and company goals to on-site personnel.
14. Make recommendations for physical repairs and improvements and assist with

- bidding and processing all required documents for assigned projects.
15. Assist in preparation of budget and preparation of business plan.
 16. Report variance from budget, approves all invoices for payment and report accurate and timely payroll information.
 17. Ensure proper inventory of equipment and supplies.
 18. Supervise maintenance of all property files and records.
 19. Review market rents to ensure proper rates are being charged, monitor delinquencies, NSF and bad debt procedures to assure timely collection of rents or evictions.
 20. Responsible for handling any emergencies or problems that may arise on site. Communicate problems and make recommendations to Regional Portfolio Supervisor.

REQUIREMENTS:

1. High school diploma with some college preferred.
2. Management and leasing experience with computer knowledge and industry related skills
3. Interested in continuing on-going education in profession.
4. Knowledgeable in regulations related to the industry such as Fair Housing, Code Compliance, OSHA and LIHTC.
5. Ability to handle finances and work within a budget.
6. Professional appearance, positive attitude, energetic, assertive and capable role model for subordinates.
7. Demonstrated integrity on a personal as well as professional level.
8. Exceptional communication skills with an ability to positively interact with a wide range of people.
9. Attentive to details.
10. Ability to solve problems involving all aspects of property management.
11. Ability and willingness to substitute for any leasing responsibility, housekeeping, grounds pick up and other work as may be reasonably directed by the Regional Supervisor.
12. Comply with Quest Asset Management, Inc. policies and procedures and all applicable federal, state and local laws and regulations.
13. If required to drive for company a valid state driver's license and state required level of liability insurance 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, 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 description and am able to perform the duties and agree to adhere to the standards as a condition of my 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