

12/6/18**1.0 INTRODUCTION**

The purpose of this standard procedure is to establish and define the functional role, requirements, reporting relationships, authority, responsibilities and measurements of performance of Advanced Property Management (APM).

2.0 FUNCTIONAL ROLE

The primary function of the Administrative Assistant is to assist the APM team with the management of the properties that Advanced Property Management manages in addition to the daily functions of the office.

3.0 REQUIREMENTS**3.1 Education**

Required: High school diploma or GED equivalent
Preferred: Additional related coursework, preferably in business administration and public relations.

3.2 Experience

Required: Minimum of six (6) months clerical or administrative experience.
Preferred: Minimum of six (6) months property management experience

3.3 Knowledge & Abilities

Knowledge of the Kansas and Landlord Tenant Act, Fair Housing Act, and related property management policies/laws. Organizational and interpersonal skills. Computer skills and experience including Microsoft Office proficiency, on-line social networking sites, and basic accounting programs. Ability to compose business documents with proper grammar, punctuation, and spelling skills. Attention to detail required. Time management. Written and verbal communication skills. Understanding and application of conflict resolution skills.

3.4 Mental

Ability to sustain sharpness and professional bearing and to foster a positive business image. Ability to problem solve and make decisions. Normal ability to concentrate. Normal memory, taking into consideration the amount and type of information.

3.5 Physical

Normal physical mobility, which includes movement from place to place. Normal physical agility, which includes ability to maneuver body. Able to lift and move up to 20 lb. Normal dexterity of hands and fingers. Normal coordination, including eye-hand-foot. Sufficiently corrected vision for reading written documentation and drive a vehicle. Must be able to hear adequately with correction. Must be able to ascend/descend staircases.

3.6 Working Conditions

Work occurs primarily in office environment and occasionally requires individual to drive personal vehicle for business matters (mileage reimbursement).

4.0 REPORTING RELATIONSHIPS

The Administrative Assistant reports to the Leasing Supervisor.

5.0 AUTHORITY

- 5.1 The Administrative Assistant has the authority to assist with the property management activities of the company, subject only to the limitations issued by the Leasing Supervisor, the company's Employee Handbook, and good management practices.
- 5.2 Coordinate with property owners and residents regarding rental properties representing the company.
- 5.3 Network with community members and businesses as a representative of the company.
- 5.4 Marketing functions needed by company.

6.0 DUTIES AND RESPONSIBILITIES

- 6.1 Review daily calendar and determine what planning is required for the day in terms of showings, move-ins, move-outs, and vendor activity.
- 6.2 Answer telephone in a friendly manner. Visit with "walk-ins" and telephone prospect residents in such a way that communicates interest in their needs. Provide excellent customer service.
- 6.3 Notify current occupants of property showings according to company policies and procedures.
- 6.4 Schedule appointments for showings utilizing company procedures including online Google Calendar.
- 6.5 Report to supervisor and property owners regarding exceptions to company policies and in order to respond to prospective resident questions and concerns about properties.
- 6.6 Follow-up with prospective residents
- 6.7 Review email and company data base to incorporate the steps needed to follow-up on pending applications.
- 6.8 Screen prospective residents utilizing company procedures to ensure rental applications are processed in a timely manner.
- 6.9 Draft Lease Agreement according to company policies and compare to Owner Management Agreement.
- 6.10 Notify applicants once they are approved and schedule the Lease signing and Move-In Inspection on Google Calendar.
- 6.11 Review lease expiration dates and utilize Renewal Process Checklist to deliver notices, which allows adequate time to schedule an appointment with the resident to review and sign the new lease.
- 6.12 Review Management Agreements and report to supervisor of expired agreements.

- 6.13 Draft renewal Lease Agreements according to company policies
- 6.14 Provide market research to “Available Now” property owners at least once per week including positive and negative feedback regarding property from prospective residents.
- 6.15 Assist Leasing Agents with the following duties: Perform property inspections, as needed. Perform Move-In and Move-Out inspections according to company policies and procedures. Drive to rental properties using personal vehicle for showings; perform showings according to company procedures and policies.
- 6.16 Track Utility forms for properties, ensuring utilities are not turned off at properties through monitoring of Revert to Owner forms, monitoring resident utility forms upon move in, and communicating with appropriate utility companies as needed.
- 6.17 Effectively communicate and share information with APM team
- 6.18 Utilize system to check out individual unit key(s) to vendors and have them sign key log to document they have keys.
- 6.19 Assist in the collection of monthly rent, preparing, posting 3-day notices, and related rent collection tasks.
- 6.20 Follow-up with residents by phone or personal visit regarding delinquent rent. Discuss with Supervisor residents who have not paid to proceed with the eviction process.
- 6.21 Check voice mail, faxes, and email throughout the day and respond as needed.
- 6.22 Assist with property marketing processes used by APM. Including, but not limited to: Placing yard signs at properties, taking photos/videos of properties, creating advertisements for properties on APM’s website, Appfolio, Homes.mil, Facebook, and any additional online platforms, as assigned. Create and adhere to the “voice” we want our customers to hear on all of APM’s marketing platforms. Assist COO with reputation management tasks.
- 6.23 Maintain client confidentiality regarding all matters of business.
- 6.24 Prepare monthly calendar and review with supervisor when necessary
- 6.25 Review next day calendar to determine what planning is required for the day in terms of showings, move-ins, move-outs, and vendor activity.
- 6.26 Assist COO with new owner inquiries related to scheduling of appointments, drafting of Management Agreements, timely return of new owner forms and Administrative Fee payments, input new owners/properties into Appfolio, and follow-up correspondence with new owners.
- 6.27 Adhere to APM’s Core Values – We, Innovative, Honesty, Quality, and Responsive
- 6.28 Other duties and responsibilities as needed or as assigned by supervisor.

7.0 MEASURES OF PERFORMANCE

- 7.1 There were no significant errors in written documentation (i.e. Rental Agreements, Management Agreements).
- 7.2 Adherence to Advanced Property Management’s Core Values.
- 7.3 Attention to detail and accuracy was maintained in all matters of performance.

- 4. There were no warranted complaints against the Administrative Assistant because of rudeness, poor customer service, or inefficiency.

- 5. There were no breaches in confidentiality.

8.0 ACKNOWLEDGEMENTS

I have reviewed and understand the above job description and believe it to be accurate and complete.

Administrative Assistant

Date

Leasing Supervisor

Date