

**Job Title:** Senior Property Manager, Team Leader

**Summary:** Oversees and coordinates all fiscal, operational functions and activities associated with each homeowner's association. Plays an integral part in development of lesser experienced team members and assistant property managers. Attends new management and business development meetings at direction of President.

**Responsibilities:**

Client Management:

- Prepares annual budget for operating and reserves.
- Provides long-term fiscal planning and analyzes the property's cash requirements.
- Maintains complete and accurate vendor, insurance and legal records.
- Prepares maintenance schedules and monitors progress.
- Enforces rules and regulations of the association.
- Maintains open communication with residents and trustees via telephone, site visits, email and meetings.
- Evaluates all contracts for the association and makes recommendations to the board for practical cost savings and efficiency.
- Oversees the management of the facilities provided by outside contractors and vendors.
- Is consistently available via cell phone for emergency calls.
- Inputs expense log items and documents professional service visits in accordance with company policy.
- Monitors contracts for compliance and control costs and general expenditures.
- Performs quality control inspections to ensure adherence to contract specifications and industry standards.
- Solicits bids for maintenance contracts and construction projects and participates in the development of scope of work and selection of contractors.
- Maintains proper documentation and use of company server and property clerk to update property related information accordingly.
- Attend, on average, two nightly Trustee and/or Owners meetings a week.
- Take accurate minutes of these meetings and follow up with necessary action items in a reasonable and timely manner.
- Manages clients in accordance with standardized company policies and practices.
- Presents periodic updates of portfolio to the Vice President.

Team Leadership:

- Work with a team of less experienced (assistant) property managers.
- Provide support system and educational guidance for these team members in 3 key areas: physical plant, governance, and financial.
- Field questions and provide leadership/experience to team regarding situational circumstances both at client level and with regard to internal operations.
- Perform walkthroughs and project oversight and guidance with team members.
- Prepare for client meetings with team members and engage in role playing prior to meetings.
- Participate and assist with development and execution of weekly manager meetings.
- Participate in company related functions and events both during business and non-business hours.
- Demonstrates ability to provide leadership and be a positive example for all team members and throughout all facets of real estate management.

**Skills:**

- Discretion and confidentiality
- Excellent verbal, written and interpersonal communication skills
- Self-starter that thrives in a fast-paced, dynamic work environment
- Effective time management and organization skills
- Ability to work well with all levels of the organization, outside clients and vendors

- Committed to organizational growth and team development
- Focused on customer service
- Strong attention to detail
- Ability to multi-task and effectively prioritize
- Professionalism
- Team-player

**Qualifications:**

- Bachelor's degree from four-year college or university
- 4+ years related experience and/ or training
- Proficiency in Microsoft Office, Word, Excel and property management software
- Experience managing an individual and/ or team
- Knowledge of the contracting process and associated local, state, federal and other regulations
- Knowledge of property management principles, procedures and standards as applied to public facilities
- Expected to obtain the Certified Manager Community Associations designation from the Community Associations Institute