



JOB DESCRIPTION

Job Title:	Property Manager
Department/Location:	Residential/Madison
Reports to:	Senior Property Manager
Fair Labor Standards Act (FLSA) Status:	Non-Exempt, Hourly
Employment Status:	Full Time
Revision Date:	02/27/2023

JOB SUMMARY

Responsible for the day-to-day operations of the residential properties including but not limited to meeting or exceeding set occupancy goals, financial reporting and rent collection, facilities management, resident relations, marketing, and meeting or exceeding established operating budget under the direction of the Senior Property Manager.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES

Leasing and Marketing

- Aid Senior Property Manager in developing an effective marketing plan to include adequate advertising of the community to achieve occupancy goals.
- Utilize and maintain CRM/Rent Cafe system per company procedure to ensure report accuracy and lead follow-up completion.
- Maintain and ensure accuracy of property availability board.
- Ensure accuracy and completion of prospect rental applications. Oversee processing of lease applications and is responsible for approving/denying applicants based on company policy and procedure.
- Shop competitor properties to understand ULI's position within the downtown Madison market.

Resident Relations

- Develop strong rapport through quality customer service and effective communication while enforcing company and community policies.
- Ensure that all resident requests or complaints are responded to in a timely, efficient, and courteous manner. Resolve all resident issues/concerns to best of their ability while following company policy.
- Oversee all details of move-ins/move-outs, giving special attention to apartment inspection reports, monitoring for timely completion, accurate charges and timely scheduling to prepare vacant units for occupancy and meeting security deposit requisition deadlines per state code.
- Responsible for following lease renewal process and meeting or exceeding budgeted retention goals.
- Ensure that resident files are complete and maintained per company procedure. This includes all resident data within Yardi.



- Responsible for implementing, designing, and maintaining a resident retention program to include newsletters, resident referral incentive, and social activities.
- Responsible for reporting any unusual, extraordinary circumstances regarding the residents or the property to the Senior Property Manager.

Facilities Management

- Regularly inspect grounds, common areas, vacant units, and office recording deficiencies and working with Senior Property Manager to take necessary action within budget constraints.
- Work with maintenance, and janitorial personnel to ensure work orders are completed in a timely manner.
- Report accidents and emergency situations to the Senior Property Manager in a timely manner.
- As requested by the Senior Property Manager, obtain bids from vendors.

Financial Operations

- When applicable, ensure the collection of rent payments per company procedure.
- Handle delinquent accounts including sending balance statements and issue 5-day and/or 14-day notices as necessary.
- Input and ensure accurate information into Yardi to track and maintain lease and financial transactions of the property.
- Assists Senior Property Manager in annual budget creation.

Miscellaneous

- Follow and ensure compliance of all Fair Housing laws.
- Instill and demonstrate the Mission, Vision, and Values of Urban Land Interests to all employees, residents, and vendors.
- Attend all scheduled meetings, including All-Hands meetings.
- Encouraged to seek educational opportunities and self-improvement for personal growth and development to be discussed with the Senior Property Manager.
- Maintain a positive working relationship within the community, with employees, owners, vendors and outside agencies to help positively promote Urban Land Interests.
- Maintain accurate records within payroll system for self and other employees as needed.
- Demonstrate thorough knowledge and ensure compliance with company policies and procedures. Document and advise the Senior Property Manager of any inconsistencies.
- Ensure that all personnel in all departments operate within OSHA standards and company safety policies at all times.
- Perform other duties which may be required to ensure economic success of Urban Land Interests as necessary.

JOB KNOWLEDGE, SKILLS & ABILITIES

- Able to apply principles of logical thinking to define problems, collect pertinent data, establish facts, draw valid conclusions and initiate appropriate course of action.
- Effectively convey ideas, images, and goals to a diverse group of personalities.
- Must possess a positive attitude and have the ability to work well under pressure.



- Competence in Microsoft Office Suite including Word, Excel, and Outlook. Experience with Yardi and Adobe a plus.
- Highly organized with a good attention to detail. Strong ability to prioritize responsibilities.

EDUCATION/CERTIFICATION/LICENSURE

- High School degree required. College degree in business, communication, marketing or related field preferred.
- ARM or CAM a plus.

EXPERIENCE

- 2-3 years in Property Management or Customer Service related field required.

WORKING CONDITIONS

- Must be able to periodically lift up to 20 lbs. and up to 40 lbs. occasionally.
- Ability to walk and traverse stairs on a regular and daily basis.
- Inside and outside work in all types of weather (heat, snow, rain, cold, etc.). Must wear slip resistant footwear appropriate for the season.
- Ability to work long hours and weekends when required.