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MULTI-SITE COMMUNITY MANAGER

Department/Group: Property Management

Direct Supervisor: Shelly Croft

Location: North County (San Diego)

Exemption Status: Non-Exempt

ABOUT F&F PROPERTY MANAGEMENT, INC.

With 26 apartment communities consisting of 500+ apartment homes in 15 neighborhoods (and growing every single day), we're proud to own and operate quality housing in San Diego. We're a growing team of property management professionals focused on providing the best experience for our Residents every single day. We create unique communities where Residents thrive and are proud to call home.

We focus on always doing the right thing, plus one.

Every day brings new demands, and as a team player, you'll be up for the challenge.

JOB OBJECTIVE

The Multi-Site Community Manager has the responsibility, under the supervisor of the Vice President of Operations and District Manager, for all phases of the operation of income producing properties within their portfolio. This includes but is not limited to: the general administration of the properties, leasing, fiscal oversight, and physical maintenance of the properties. The Multi-Site Community Manager is also responsible for the ongoing successful supervision of the Night Managers, Assistant Managers, Leasing Consultants, and Maintenance Technicians.

ESSENTIAL FUNCTIONS

1. Leasing Management

- Market apartments by promoting rentals on the phone and in person; demonstrate apartments and communities to perspective Residents, sell apartment features/benefits, secure commitments and deposits from perspective Residents. Work with Night Managers, Assistant Managers, and Leasing Consultants to ensure they are meeting deadlines and company expectations for the leasing goals for any communities they are responsible for.
- Immediately record all guest card information and follow-up communication into CRM software.
- Ensure prospects complete the application and you are securing the deposit in accordance with the company procedures and Fair Housing requirements.
- Oversee all team members for full compliance of this requirement. Update the system software immediately to reflect accurate information for all leasing activity. Monitor team member's activity to ensure timely updates for areas of operations.
- Secure new Resident signature(s) on all appropriate paperwork prior to move-in. This is to include collecting the SDG&E account number and proof of Renters Insurance for the subject property. Responsible for the oversight and monitoring of this process for all team members.
- Prepare signed lease for uploading in addition to all move-in documents for Dropbox. Responsible for review of all leases and documents prepared by Administrative Assistant, Assistant Managers, Leasing Consultants, and/or team members for accuracy prior to resident signing.
- Complete Rental Applications within the 72-hour requirement to be submitted to the Vice President of Operations or the Regional Manager for approval. Review all documents prepared by additional team members.

- Monitor advertising effectiveness while following the Marketing Guidelines and ensuring all team members under your authority under the Vice President of Operations and/or Regional Manager are conforming to these guidelines and marketing in the proper manner as per F&F policies.

2. Financial Management

- Collect rents and accurately account for all monies in a timely manner. Oversee the collection process for all team members and ensure compliance with all policies.
- Collect delinquent rents and notify Vice President of Operations and/or Regional Manager so they may approve to initiate unlawful detainer action when necessary.
- Adhere to company accounting directives, including but not limited to: weekly and monthly reports, income accounting, expense control and administration, and daily bank deposits.
- Prepare security deposit dispositions in a consistent manner immediately after move-out, time being of the essence.
- Complete security deposit dispositions for all communities within 7 days after move out.
- Complete all market surveys and provide to management for review on a monthly basis or when requested. Work with team members to ensure accuracy and timely submission of all market surveys.
- Maintain and submit accurate payroll records as required by the company.

3. Property Maintenance and Management

- Inspect available apartments and communicate related service needs to maintenance. Follow up to ensure completion of any and all deficiencies. Work directly with the Maintenance team to guarantee that they are overseeing all work orders and turnkey operations in the manner set forth in the F&F Maintenance Policy.
- Ensure that maintenance requests are handled as quickly and efficiently as possible, within a 72-hour period. If parts must be ordered or a vendor is necessary, causing a delay you must notify the Resident(s) immediately.
- Oversee the Administrative Assistant and Maintenance team to ensure proper handling of all community maintenance needs.
- Complete all pre-inspections within 14 days of scheduled move-out date to assist Maintenance in scheduling turnkey operations. Oversee the team members to ensure they comply with this requirement at all times.
- Coordinate Maintenance and vacant apartment turn-key operations with Administrative Assistant and Maintenance Technicians.
- Perform move-in and move-out administration with particular attention to consistent apartment inspections and oversee all team members to ensure all portfolios are meeting F&F guidelines.
- Supervise contractors working on the property.
- Complete monthly inspection of all communities and provide deficiencies to the Vice President of Operations, District Manager to assist in the correction of any items noted.
- Complete annual unit inspections and ensure the information is recorded in the software system. Ensure unit inspections are completed for all communities with proper follow-up for any deficiencies identified.

4. Resident Management and Satisfaction

- Maintain high standards of Resident service and relations at all times while ensuring the same for all Employees under your supervision.
- Provide any and all necessary notices to Residents and assist team members in reviewing and overseeing notice creation and delivery with the direction of the Vice President of Operations and District Manager.
- Ensure that Residents are provided with a clean, safe, well maintained community and address any concerns.
- Keep the Vice President of Operations and District Manager up-to-date regarding any issues and work under their direction to resolve any concerns in a manner conducive to F&F requirements.

5. Other Duties

- Represent F&F Property Management, Inc. in a professional manner. Maintain a positive business-like attitude in person, on the phone, and via email.
- Have appropriate, neat, clean, professional dress, and grooming appropriate attire for greeting the public.
- Adhere to fair housing policy, ADA, and asbestos and hazardous material policies.

- Complete any and all assigned training courses within the timeframe specified at the time of assignment.
- Assist with the online reputation of F&F Property Management by requesting positive Yelp reviews as well as positively promoting any other social media outlets utilized for the benefit of the company.
- Assist Vice President of Operations and District Manager with additional projects.

SUPERVISORY RESPONSIBILITIES

- Assistant Manager(s)
- Leasing Consultant(s)
- Administrative Assistant(s)
- Maintenance Technician(s)
- Night Manager(s)

PERFORMANCE SKILLS

- Analytical
- Highly organized
- Problem solving
- Project management skills
- Technical skills
- Customer service
- Interpersonal skills
- Oral and written communication
- Teamwork
- Ethics
- Professionalism
- Safety and security
- Attendance and punctuality
- Dependability
- Initiative

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

OTHER REQUIREMENTS

Multi-Site Community Manager must have reliable transportation available, valid driver's license, automotive insurance, as travels to multiple properties will be required.