Job Description – Assistant Property Manager (Roving)

Job Title: Assistant Property Manager
Reports to: Portfolio Manager
Department: Property Operations
Number of Direct Reports: 0
Status: Full-time
Pay Rate: $22 - $26/hour
FLSA Status: Hourly Non-Exempt
Revision Date: 4/1/2024

POSITION SUMMARY
Responsible for assisting Property Managers and/or Portfolio Manager with the day to day on the site operations of apartment buildings under Archway Communities. Responsible for quality services to the residents and efficient operation of the buildings physically, economically, and socially. The properties managed have the same regulatory requirements and challenging resident populations. This position requires travel between sites as needed.

ESSENTIAL JOB FUNCTIONS

A. Operational Management of Properties
   I. Objective: Contribute to the efficiency of our business by providing day-to-day execution of property level operational tasks.
   II. Why this matters: Archway seeks to provide safe and affordable housing for its residents. This requires daily effort to maintain.
   III. Key Results:
      a. Occupancy - Ensure that residential units are kept occupied – Target: 100% Occupancy
      b. Reduce Turnover - Maintaining long-term tenants is better than needing to find new ones – Target: 24 months average tenancy
      c. Unit Turns -When a vacancy does occur, the unit should be ready to lease to a new tenant in a timely fashion – Target: 8 days
      d. Leasing - We should make every effort to fill a vacant unit as quickly as possible – Target: Average Days-to-Lease: 12 days

B. Financial Management of Properties
   I. Objective: Provide financial oversight and control of properties.
   III. Key Results:
      b. Rental Income – Operate the property within established budget – Target: Budgeted Income
c. Rent Receivables – Collect outstanding rent due in a timely manner – Target: Rent receivables > 80% of monthly rental income budget

d. Operational Expense – Operate the property within established budget – Target: Budgeted Operating Expense

e. Capital Expense – Assist in executing assigned capital improvements according to budget – Target: Budgeted Capital Expense

C. Customer Service

I. Objective: Provide good customer service to our resident population.

II. Why this matters: Our residents are our customers and providing good customer service goes a long way to maintain long-term residency and ensure stable communities.

III. Key Results:

a. Survey - Execute semi-annual Customer Satisfaction Surveys – Target: 90% satisfaction

b. Work Orders – Follow-up on work orders assigned to maintenance staff to ensure that they are resolved timely – Target: 5 days to resolve

c. Wait List Management – Maintain and communicate with individuals on the WaitList for our properties – Target: Minimum semi-annual communications

D. Compliance

I. Objective: Maintain resident records according to applicable compliance regulations and Archway standards.

II. Why this matters: Archway is legally responsible for operating according to compliance regulations and maintaining proper records of such.

III. Key Results:

a. Certification – Certify resident’s documentation at move-in – Target: 100% Compliance

b. Recertification – Recertify resident documentation annually as required – Target: 100% Compliance

c. Training – Obtain and maintain an adequate level of understanding of compliance regulation – Target: minimum 1 annual certification training

E. Other Duties as Assigned

I. Objective: Other duties may be assigned consistent with the benefit of the property or the organization.

3. QUALIFICATIONS

A. Education

High School Diploma or equivalent required. Training in property or real estate management is a plus.

B. Experience

I. One or more years of managerial or administrative experience. Professional training may substitute for
experience. Previous property management experience a plus
II. Knowledge of Project Based Section 8, LIHTC, and/or other affordable housing programs
III. Experience with ResMan or similar property management software program a plus
IV. Ability to meet deadlines and work independently with minimal supervision

C. Personal Characteristics
   I. Excellent organizational skills
   II. Exceptional internal and external communication skills
   III. Positive attitude and approach to work
   IV. Bilingual Spanish is a plus

4. WORK ENVIRONMENT AND PHYSICAL DEMANDS
   I. Ability to efficiently perform job responsibilities with minimal supervision.
   II. Ability to speak concisely and effectively communicate.
   III. Follow Archway’s COVID protocols.
   IV. Ability to regularly tour and inspect the property grounds and units.
   V. Ability to travel between sites in the Denver and Colorado Springs metropolitan areas.

5. COMPENSATION
   • The pay range for this role begins at $22 per hour and goes to $26 per hour depending on experience. II.
   • Archway provides Health and Dental insurance with the company paying up to 80% of the cost.
   • Archway provides a Vision plan as well as Short-Term and Long-Term Disability Coverage and Basic
     Life/AD&D; the company pays the full amount of these plans.
   • Archway provides a 401k retirement plan with a 3% non-elective contribution of the
     employee’s eligible annual pay.
   • Archway provides 13 paid holidays per year including 3 floating holidays.
   • Full-time employees accumulate one day of paid sick leave for each month worked, after their first 30
     days of full employment. Unused sick leave accumulates from year to year up to a maximum of 60
     working days.
   • Full-time employees in their first three years of continuous employment will accrue vacation time at 3.08
     hours per pay period. For a full-time employee working 40 hours per week, this equals 80 hours, or
     two-weeks of vacation per year.
   • Prior to the start date, an Employee Handbook detailing these and other benefits will be made available
     to newly hired employees.

If you would like to apply for this position, please send your resume to
resumes@archwaycommunities.org.
Thank you for your interest in Archway Communities!