

Job Description

Resident Manager

The purpose of the Resident Manager is to represent Skylark Properties, LLC and Morgan Glen Apartments as the primary contact for tenants, prospective tenants, vendors, and other who may see a need to contact our community. The Resident Manager reports to the Regional Manager.

The Resident Manager is responsible for:

- Conducting periodic inspections to ensure compliance
- Act as liaison with outside vendors
- Monthly financial, rent, and expense reports
- Drafting memos and notices to Tenants related to lease issues and maintenance scheduling
- Producing lease documents
- Verifying tenant information from rental applications, including income, assets, and employment
- Issuing keys to vendors, signing keys out/in, ensuring keys are returned by vendors
- Show apartments to prospective tenants
- Performing post-move out inspections and pre-move in inspections
- Maintain logs and lists as necessary
- Filing, both electronic and paper
- Additional duties as assigned

The Resident Manager should keep in mind the following:

- Because of the nature of the job, you will have to be on the property during business hours. Business hours are defined by Management based on business and community needs and may change from week to week. In no week will required hours exceed 40 hours.
- “Days off” will be 2 days per week. On these two days the Resident Manager will not be expected to be available. If a day or days other than these two days are needed, the Resident Manager shall discuss with Management to insure the needs of the community are met.
- The Resident Manager shall be responsible for enforcing lease violations and violations of community rules and regulations. Such enforcement shall be uniformly applied and documented.
- The Resident Manager shall walk the property at least twice weekly and note any issues of maintenance in common areas or other concerns that could be a safety hazard to residents. Items noted should be forwarded to the appropriate maintenance or management personnel for processing and correction.
- The Resident Manager shall advise the Regional Manager via email with a general status of the property at least once weekly.
- The Resident Manager shall be required to wear “business casual” attire when meeting with tenants, prospective tenants, vendors, or any other person or persons in the conduct of business.
- The Resident Manager should keep in mind that they are representing Skylark Properties, whether “on” or “off” duty, and shall conduct themselves in a respectable manner at all times. The Resident Manager shall also require all co-habitants and guests to conduct themselves in a similar manner.
- The Resident Manager shall maintain a minimum number of “office hours” each week. These shall be set by the Regional Manager and may change from week to week. Generally, the Resident Manager is expected to maintain 12-16 office hours per week. At times it may be necessary for the Resident Manager to set appointments with vendors and prospective tenants outside of the normal “office hours” to accommodate schedules.
- The Resident Manager shall be assigned a cellular telephone to be used for company business only. This phone shall be the primary point of contact for residents of the community. The Resident Manager shall be available via telephone during the business hours of the property. “Business Hours” are set by Management.
- The Resident Manager shall be provided an apartment unit on the property at no cost. The Resident Manager shall be responsible for the cost of their own utilities. No other compensation or benefits shall be provided.

Application Process and Job Requirements

Resident Manager

- DO NOT disturb current staff at the property. Direct all questions and inquiries to the email address noted below.
- The application must be fully completed with all blanks filled in using blue or black ink. Any item that does not apply should be answered with “n/a”.
- If additional space for employment history is needed, print additional pages and attach to the application. (Blanks other than the Employment information do not need to be completed on supplemental pages)
- A resume may be attached to supplement the application, but will not replace completion of the application.
- Information provided must be verifiable.
- The application must be returned to the following email address in PDF format: drew@morganglen.com
- The application must be returned by the date indicated in the job posting.

Minimum requirements

- High school graduate
- At least 2 years’ verifiable work history
- Stable work history
- Satisfactory credit check
- Clean background check
- No evictions within past 5 years
- Ability to handle upset residents in a professional manner

Desired requirements

- Associates degree, preferably in an area of Business
- Bachelors degree strongly preferred
- Experience in residential rental leasing
- Experience leasing in a tax credit environment strongly preferred
- Experience leasing in a METRO environment strongly preferred
- Training in Fair Housing laws and regulations