



ASSISTANT COMMUNITY DIRECTOR

Reports to: Community Director

The purpose of this position description is to communicate the responsibilities and duties associated with the position of Assistant Community Director. While the following information should be considered a comprehensive description of this position, it should also be noted that some responsibilities and duties may not be specifically addressed.

Every associate is expected to perform any reasonable task or request that is consistent with fulfilling Indio Management's objectives.

It is imperative that you review these duties, skills and physical requirements closely and that you understand that, by signing the Position Description Acknowledgment, you are verifying that you can perform all the duties, have the skills and possess the physical abilities that are necessary to perform the job as described.

JOB BRIEF: Non-Exempt/Hourly or Exempt Salary according to standards of FLSA. The Assistant Community Director is to assist the Community Director in effectively managing the assigned community. In the Community Director's absence, the Assistant Community Director will assume all responsibilities associated with accomplishing community objectives as set forth by the Regional Director and the property owner. In addition, the Assistant Community Director is directly responsible for maintaining daily, weekly and monthly reports, including accurate reporting of rents and deposits received.

QUALIFICATIONS

Must meet all physical requirements and be able to take direction.

DUTIES AND RESPONSIBILITIES

Conducts all business in accordance with company policies and procedures, Fair Housing, Americans with Disabilities Act, Fair Credit Reporting Act, and all other laws pertaining to apartments.

INCOME COLLECTION

- Maintains accurate client records. Updates on a daily basis: all rents, deposits and application fees received from clients. Issue appropriate notices, when necessary (i.e., late payments, eviction notices, returned check memos).
- Makes bank deposits by 3:00 PM each day.

RESIDENT/CLIENT RELATIONS

- Maintains positive customer service attitude.
- Physically inspects community when on grounds, picks up litter and reports any service needs to maintenance staff. Also inspects move-outs and vacancies, when requested



MARKETING/LEASING

- Must be knowledgeable of all phases of leasing and client retention.
- Works with lease renewals each month.
- Greets prospective clients, shows community and performs leasing duties as needed.
- Answers and handles incoming phone calls from prospective new clients, current clients, vendor/suppliers, etc.
- Maintains awareness of local market conditions and trends. Contributes ideas to Community Director for marketing community and improving client satisfaction.
- Maintains a community specific information book containing brochures and information on all major competition and locations of area/market amenities.

ADMINISTRATIVE

- Updates required reports concerning move-out notices, activity, etc., on a daily basis and provides information to the Community Director.
- Organizes and files all applicable reports, leases and paperwork.
- Proofreads all lease paperwork and processes move-ins and move-outs.
- Processes all security deposit move-out reports.
- Accepts service requests from clients and routes to maintenance for prompt processing. Conducts service follow-up with client when work is completed.

SAFETY

- Is always vigilant for any problems which could be hazardous or potentially dangerous for residents, staff, guests and the public.

GENERAL

- Performs any additional duties or tasks as assigned by the Community Director or the Regional Director.
- Training is to be completed within 30-60 days from hire date or as required.

PHYSICAL REQUIREMENTS

- Stand and walk or sit alternatively, depending on specific needs of the day. Estimate 50% of time is spent on feet and 50% sitting at desk.
- Have occasional need (1% to 33% of the time) to perform the following physical activities:
 - Bend/Stoop/Squat/Kneel to pick litter and filing
 - Climb Stairs to inspect and show community.
 - Push or Pull to inspect and show community, open and close doors, cabinets
 - Reach Above Shoulders to inspect and show community, store/retrieve supplies.
- Have frequent need (33% to 66% of the time) to perform standing and walking activities related to inspecting and presenting community.
- Constant need (66% to 100% of the time) to perform the following physical activities:
 - Writing/Typing: Corporate, Inter-Office, Client Communications
 - Grasp/Grip/Turning for telephone and doorknob use.
 - Finger Dexterity for operation of office equipment.



- Lifting/Carrying (paperwork, deliveries, files, miscellaneous):
 - Over 25 pounds: Rare Need (less than 1% of the time)
 - 20-25 pounds: Occasional Need (1% to 33% of the time)
 - Less than 20 pounds: Frequent Need (33% to 66% of the time)
 - Under 10 pounds: Constant Need (66% to 100% of the time)

VISION REQUIREMENTS

- Constant need (66% to 100% of the time) complete forms, read and review reports and a wide variety of correspondence, view computer screen. Frequent need to see small detail and view computer screen.
- Frequent need (33% to 66% of the time) to see things clearly beyond arm's reach (inspecting community, neighborhood surveys).

HEARING REQUIREMENTS

- Constant need (66% to 100% of the time) to communicate over telephone and in person with vendors, corporate office staff, community associates and clients.

SPEAKING REQUIREMENTS

- Constant need (66% to 100% of the time) to communicate over telephone and in person.

DRIVING REQUIREMENTS

- Frequent need (33% to 66% of the time) to utilize personal transportation to inspect apartment community and surrounding neighborhood, make trips to the bank and also visit the corporate office.
- Must have valid driver's license and vehicle insurance.

WORKING ENVIRONMENT

- Indoors (66% to 100% of the time); frequently outdoors in all conditions (33% to 66% of the time).
- Occasional exposure to caustics, solvents, oils, fumes, flammables, pesticides, etc. (less than 10% of the time)

REASONING DEVELOPMENT

- **HIGH.** Must be able to apply principles of logical thinking to define problems, collect pertinent data, establish facts, draw valid conclusions and initiate appropriate course of action. Must effectively convey ideas, images and goals to a diverse group of personalities.