

Fort Monroe Authority

Position Description- Residential Property Manager

Job title:	Residential Property Manager
Department:	Real Estate
FLSA Status:	FTE, Exempt
Work Conditions:	Office environment in historic buildings, not ADA accessible. Moderate lifting. Normal hours 8:30 AM – 5:00 PM. Weekends and evenings as needed.
Salary:	\$49,000-54,000 annually based on knowledge and experience
Reports to:	Fort Monroe Authority (FMA) Director of Real Estate

The Fort Monroe Authority is looking for a Residential Property Manager to join our Real Estate Team. Come work in the beautiful historic environment of Fort Monroe! This position will include full state employee benefits to include health benefits; membership in the Virginia Retirement System; 12 paid holidays; annual leave; sick leave; group life insurance; and all other related Commonwealth of Virginia employee benefits.

Responsibilities:

1. Foster an environment of exceptional customer service to improve and maintain customer satisfaction, resulting in high occupancy levels.
2. Supervise Assistant Property Manager, Customer Service Representative and Residential Maintenance Supervisor.
3. Process bank deposits daily.
4. Review charges and post rent payments to ensure accurate tenant ledgers.
5. Review and approve purchase orders and invoices for payment.
6. Ensure follow-up process on service requests is completed to ensure resident satisfaction.
7. Successfully resolve resident issues and other situations.
8. Review and approve move-in inspection reports. Assist with move-ins as necessary.
9. Review and approve move-out inspections, charges for services, and final accounts statement.
10. Review and approve all applications in accordance with established tenant selection criteria.
11. Reconcile deposit and pre-paid rent ledgers monthly.
12. Process month-end closing. Review and approve all month-end closing reports, and submit accurate month-end reports to accounting.
13. Oversee lease renewal process to ensure that lease renewals are processed timely.
14. Review and manage aging reports, late notices, and process court filings and collections.
15. Perform annual file audit to ensure tenant files are complete including current insurance certificates.
16. Ensure residence availability report and waiting list are accurately maintained.
17. Ensure property availability information is updated on rental websites.
18. Ensure project screening forms are approved before work is commenced on historic buildings.
19. Identify, plan and produce resident community events.
20. Complete market surveys as needed.
21. Understand and enforce company policy in regards to employee conduct and performance of job responsibilities, and address residential employees concerns.
22. Assure ongoing training and required education is provided as needed to all employees.
23. Understand and comply with Fair Housing Laws.

24. Experience working with historic properties a plus.
25. Assist Director of Real Estate in preparing annual budget.
26. Assist Director of Real Estate in maintaining accurate rental rate schedule.
27. Perform other duties as assigned by the Director of Real Estate.

Requirements:

- 10 or more years of experience in residential property management
- College degree in real estate or related field of study, extensive work experience may substitute
- Computer literate and proficient with Outlook, Excel, Word, and Adobe
- Significant experience with property management software, experience with OneSite preferred
- Strong verbal and written communication skills
- Excellent human relation skills in dealing with residents, contractors, and other employees
- Recent training on Fair Housing Laws
- Experience with historic properties a plus
- Professional appearance and ability to adhere to business dress code
- Ability to exercise good judgment and self-control
- Enthusiasm, good attitude, personal integrity and honesty
- Bending, climbing stairs, kneeling, lifting up to 15 lbs., stretching, squatting, and walking
- Valid driver's license and use of a vehicle
- Ability to work weekends/evenings on as-needed basis.

Note: All full-time employees are required to contribute 5% of annual salary toward their retirement account; in accordance with VRS retirement provisions. This will be handled through a pre-tax payroll deduction.

The Fort Monroe Authority is an Equal Opportunity Employer in compliance with EEOC.

This posting is open until filled. To apply please forward (1) a copy of your resume, (2) a cover letter and (3) an FMA Job Application (available on our website at www.fortmonroe.org) to:

Joan F. Baker
Human Resources Manager
jbaker@fortmonroe.org

Or mail to:

Joan F. Baker
Human Resources Manager
20 Ingalls Road
Fort Monroe, VA 23651

Incomplete applications will not be accepted.