



JOB DESCRIPTION

Assistant General Manager, 100 Park

General Description

The Assistant General Manager reports to the General Manager, Property Operations and is responsible for operational activities associated with the Company's objectives of creating value through the development, ownership and operation of remarkable assets.

General Areas of Responsibility

- Continuously strive to provide the highest level of quality and service to our owners and customers.
- Successfully execute the property management policy and procedures related to the development, day to day execution and ownership of real estate.
- Make recommendations to the General Manager regarding new ideas and procedures to streamline operations.
- Manage and grow the profitability of each asset via rent collections and expense management.
- Assist and work closely with the other groups to facilitate the successful execution of company and asset objectives.

Focus Areas of Responsibility

- Collection and posting of income within 24 hours of collection.
- Preparation and delivery of all delinquency, eviction, and three-day notices to vacate.
- Interface with residents to schedule renewals or move-outs.
- Complete Multi-Purpose Forms according to policy set by Midway's corporate office.
- Participate in the leasing activity.
- File all resident correspondence and assist in general office management.
- Prepare security deposit refunds or charges. Begin collection procedures for damages.
- Post all vending commissions, NSF checks, and other miscellaneous incomes / expenses.
- Keep all lease files current and complete.
- Take over the General Manager's responsibilities when General Manager is not available.
- Maintain a resident retention plan by contacting lease renewals 60 or 120 days in advance and use Lease Expiration Reports for these purposes.
- Walk the property and report any liability problems noticed immediately.
- Maintain resident relations programs as defined by supervisors.
- Perform any and all duties called upon by supervisors to ensure that property operates in an efficient and economic manner.
- Represent property and Midway professionally through dress and behavior.

Qualifications and Skills

- Minimum of 2 + years practical experience in multifamily real estate preferable in market rate Class A product.
- Customer service-oriented attitude.
- Marketing experience
- Excellent verbal and written communication skills.
- Strong organizational and prioritization skills.
- Advanced computer skills.
- Strong work ethic.
- Knowledge of MS Office (Word, Excel, PowerPoint and Outlook). Multifamily Software applications. (Yardi and YieldStar preferred)

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Language Skills:

- Effective written and oral communication skills essential including strong spelling, editing, proofreading, punctuation and grammar skills.

Other Skills and Abilities:

- Ability to manage all information with the highest degree of confidentiality.
- Ability to manage multiple priorities in a fast-paced, deadline-oriented environment.
- Ability to follow written and oral instructions.
- Exceptional follow-through skills.
- Fiscally responsible and uses reasoned judgment.
- Ability to plan ahead and think "outside the box".

Reasoning Ability

- Ability to think analytically, define problems, collect data, establish facts, and draw valid conclusions.