



The Coral Company

Position Description

Director of Residential Property Management

Reports to Vice-President of Property Management

Revised: 9.18.2020

NOTICE:

- Regular work schedule is Monday - Friday, 8:30a-5:00p with an unpaid hour for lunch = 37.5 hour work week.
- Salary, exempt.
- MUST HAVE 3-year's minimum of property management experience, preferably in home owner and condo owner association management.
- Will primarily work from home, and travel to assigned properties and the corporate office as business dictates.
 - Reliable home Internet access and dedicated work space required.
- Compensation range: \$50,000-\$60,000 per year depending upon experience with the following benefits available....medical, dental, vision, life & disability insurance (employer paid), voluntary life ins., AFLAC, 401k, ample time-off (personal & vacation), and paid holidays. Benefit eligibility waiting periods are applicable.

Summary of Position.

The Director of Property Management is responsible for ensuring that all administrative, financial/reporting/budgeting, and customer service functions are performed in a professional, timely, efficient, effective and accountable manner for all properties and clients in the Director's assigned portfolio on a daily basis, with a constant view for the future performance of the team and the property. Additionally responsible for ensuring that all physical aspects of the property are maintained safely, efficiently, and effectively.

The Director of Property Management executes or delegates duties with the highest regard for exceptional performance, operational functions, & the best interests of company, clients, and residents. As team leader, the Director of Property Management bears responsibility for the team's efforts to maximize productivity, efficiency, creativity, strategic problem solving, and customer service. Performance is measured against the Company's directive to "Only promise what you can deliver and always deliver what you promise".

Primary Responsibilities.

- Set the standard for customer centric service to Coral internal and external clients.
- Responsible for the day-to-day operations of the property as outlined in the Management Agreement.
- Check voicemail and email communication and respond accordingly in a timely manner.
- Remain available 24/7 and respond to after hours or weekend property emergencies.
- **Team (if applicable).**
 - Assist in recruiting, onboarding, training, supervising, and evaluating team members.
 - Conduct year-end evaluations.
 - Responsible for team performance.
- **Budgeting.**
 - Develop, prepare, implement, and track annual operating budget for the property.
 - Ensure that property operations are conducted within budget limits.
 - Create and update an annual capital expenditure budget.
- **Insurance**
 - Review, track, and renew insurance policy as needed.
 - Initiate and oversee all insurance claims to resolution.
 - Monitor coverage for accuracy and compliance.
- **Legal.**
 - Manage relations with law firm retained to address client legal needs.
 - Coordinate relations with other law firms retained for special projects.
 - Attend hearings if needed.
- **Financial Reporting**
 - Preparation and delivery of financial reporting packages to client.
 - Financial performance review and analysis.
 - Budget variance explanations.
 - Approve & code property invoices.
 - Accounts receivable supervision and collection.
 - Accounts payable and vendor payment supervision.
- **Maintenance.**
 - Supervise maintenance staff and vendors.
 - Conduct monthly property inspections.
 - Select & oversee maintenance vendors.
 - Negotiate vendor proposals and contracts.
 - Oversee work order system.
 - Evaluate the cost effectiveness of repairs versus replacements.
 - Solicit, negotiate, and evaluate competitive bids for continuing service contracts (landscaping, security, tree maintenance, snow removal, etc.)
 - Supervise maintenance & repair vendors for timely performance and quality assurance.
 - Accessible 24/7 for emergency calls.
 - Emergency response oversight.
- **Operations**
 - Manage and direct leasing, maintenance, and customer service team members in performing their responsibilities.
 - Oversee preventative maintenance program as implemented by maintenance director.
 - Approve and submit timesheets to payroll in a timely manner, approve and manage team time-off schedule.
 - Work with Maintenance Supervisor to engaging outside service providers for regularly scheduled and emergency maintenance services.
 - Participate in the development of marketing, leasing and resident retention programs.

- Develop recommendations for capital improvement projects and budget.
- **Customer Service and Communication.**
 - Monthly written Manager's Report to each client.
 - Client's primary point of contact.
 - Address client requests.
 - Lead the team serving each client to deliver exceptional customer service.

Skills & Experience.

- 3+ years of residential property management experience, in a leadership role.
- 3+ years of experience managing a home owners association, large-scale, high-rise property, either a Condo Owners Association (COA) or apartment community.
- College degree in Business Management, or related field.
- Excellent computer literacy/facility, including Microsoft Office & Outlook, and financial software.
- Ability to manage and motivate people.
- High level customer service skills and experience.
- Effective communication verbally and in writing with owners, residents, team members, community members, vendors, & contractors.
- Strong organization and priority setting skills.
- Working understanding of financial reporting and accounting.
- **Leadership:** solving problems, planning, & inspiring team members.
- **Communication:** superior ability to interact & communicate effectively, efficiently, & professionally.
- **Accountability:** able to offer & receive constructive feedback & meet deadlines & commitments.
- **Salesmanship:** ambassador for Coral & all properties in the Director's portfolio.
- **Ownership:** committed to the Coral mission, values, strategies, projects, & results.
- **Personal development:** seeking new challenges; committed to learning; & eager for feedback.
- **Urgency:** the relentless determination to succeed now.

Team Attitude.

- **Team player:** willing and able to assist anyone in need of assistance or support in order to get a project completed in an accurate and timely fashion.
- **Professional:** appropriate appearance, behavior, interactions, composure, language, and communication style.
- **Initiative:** inquisitive & willing to learn and grow; ability to take a project/task and own it; find better ways to accomplish goals when necessary; make certain a project/task is completely understood and confirm that understanding with the project/task originator.
- **Problem Solving:** ability to analyze an issue, develop a strategy for resolution, and marshal the resources to execute the solution.
- **Excellent follow-through skills and attention to detail.**
- **Strong work ethic.**
- **Friendly and caring with a sense of humor & good judgment.**
- **Commitment, capacity, creativity, & care.**

And...

The Director of Property Management position requires all communication, interaction, & tasks be completed in a professional and prideful manner. This Position Description is a summary of responsibilities and is subject to changes, which may include additions or subtractions, of responsibilities.