

OFFICE ASSISTANT JOB DESCRIPTION

Job Controls - Directs operations of apartment rental properties in accordance with the policy of guidance and procedures prescribed by the Management Company. Job performance is reviewed for adequacy and conformance with established procedures or specific instructions of the property resident manager.

Major Duties - As office assistance to the resident manager of the rental property, responsibilities are to:

1. Assist in the development of duty schedules and plans for the overall efficient management of the office.
2. Study local housing demands, turnover rates, physical requirements, and recommend changes.
3. Keep informed on changes in local rental, tax and utility rental rates being charged.
4. Maintain money transactions and resident files for the property.
5. Be familiar with the building and grounds safety and fire prevention programs.
6. Assist in preparing daily task lists for accomplishments by himself/herself and maintenance staff. Conduct follow-up inspections to ascertain that all work is performed by the staff to maintain a high functional standard.
7. Assist in the operation of a preventative maintenance program by way of conducting semi-annual inspections of units during winter and summer months. Take prompt corrective action on deficiencies reflected in reports of inspection and on daily requests from residents reporting a need for minor repairs.
8. Coordinate the activities of workers to assure timely accomplishment of minor repairs, electrical, plumbing, heating, ventilating, air-conditioning through the work order system.
9. Develop resident cooperation for assistance and support in keeping the property clean and safe in accordance with prescribed standards.
10. Purchase supplies and arrange for outside services, such as trash collection, cable television systems, mail service, public telephone installation, etc., as required.
11. Perform certification interviews, prepare verifications, and obtain recertification of incomes of residents on the schedules prescribed by government regulations.
12. Assist applicants in preparing applications for occupancy, determining eligibility, showing, renting apartments, completing lease agreements, and conducting orientation interviews outlining conditions and terms for occupancy.
13. Review housing applications, select residents, and assign dwelling units. Collect rent and issue receipts.
14. Assist in establishing resident relation policies and adhere to housing assignment procedures. Promote harmonious relationships among residents, housing personnel, and persons of neighboring communities. Resolve complaints of residents. Maintain working relations with the local police and fire departments, governing officials; the welfare department or private social agency; and other community resources that are programmed and designed to assist residents of the property.
15. Responsible for the proper securing, protection, and disposition of all property assets including but not limited to property money, supplies, and equipment.
16. Performing emergency response duties and on-call duties outside of the normally scheduled workweek, as may be required from time to time by the property supervisor