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# Increase Your Income & Reduce Your Vacancy

# Job Description: **Regional Manager**

# I. **Basic Functions**

1. Responsible for maintaining the physical asset and maximizing the financial returns from that asset in accordance with the owner’s objectives and company procedures.
2. Responsible for hiring, training, supervising, developing, and terminating on-site personnel at assigned properties.
3. Assists other Regional/District/Area Managers with hiring, training, supervising, developing and terminating on-site personnel.
4. Responsible for ensuring that all assigned properties are operational.
5. Works in cooperation with other Regional/District/Area Managers in assisting with other properties operations.
6. Assists with special projects and other tasks as needed.
7. Understands and ensures compliance with company policies, procedures, Fair Housing and all regulatory requirements.
8. Ensures staff performance of duties on a timely basis.
9. Ensures completion of all necessary compliance reporting.
10. Researches, recommends and implements changes in regulatory requirements and new procedures as required.
11. Leads by example.

II. **Relationships**

1. Reports directly to Vice President and Operations Manager.
2. Supervises all on-site personnel, including staff supervisors and any contract workers.
3. Ensures that relationships are maintained with all residents through consistent application of property policies: i.e. rent collection, lease compliance, inspections, and service requests.
4. Maintains relationships with other departments, including accounting, development, construction, compliance, affecting correction where necessary.
5. Provides empathetic listening to the residents.
6. Maintains relationships with clients, the community, and others in the profession.
7. Maintains relationships with suppliers, vendors, and professionals servicing the company or properties.

 III. **Front Line Responsibilities**

The activities listed below are not all-inclusive. However, they are indicative of the types of front-line activities normally performed by the Regional Manager.

1. **Maintaining the Physical Assets**:
	1. Inspects property for capital needs improvements.
	2. Monitors supervision of scheduling of maintenance work and capital repairs.
	3. Makes regular inspections of grounds and units, including all common areas.
	4. Makes recommendations for physical repairs, replacements, and/or improvements.
	5. Recommends and authorizes supplies, materials and equipment from $200.00 up to $1, 500.00.
	6. Completes 20% of unit inspections each year, or more often if needed, and 50% on properties with change in personnel or in need of repair. Completes 100% unit inspection for new properties.
	7. Coordinates rotating schedule of personnel for emergency maintenance
	8. Ensures all vacant apartment make-ready procedures are completed on time.
	9. Evaluates maintenance operations periodically to determine cost efficiency.
2. **Marketing and Leasing**:
	1. Assists in compliance with all Fair Housing Laws and regulatory requirements.
	2. Assists in preparation of advertising and marketing programs.
	3. Assists in preparation of regular market surveys.
3. Reviews all rental applications and lease forms for accuracy and compliance with resident policy when necessary and during lease up.
4. Makes recommendations to improve marketing and leasing programs.
5. Ensures valuable and cost effective marketing of all properties in portfolio.
6. Assists manager with agencies for referrals.
7. **Tenant Management**:

1. Assures proper staffing of properties, under the guidance of the Vice President.

2. Ensures all employees are properly completing their responsibilities

1. Reviews resident complaint log.
2. Assists manager with case managers/families/other agencies (where applicable) to ensure compliance with lease terms.
3. Audits 25% of resident files; 50% with change in personnel; 100% new properties.

D. **Financial Reporting and Control**:

* 1. Authorizes purchasing from $200.00 to $1,500.00.

 2. Approves all invoices prior to submitting for payment.

 3. Ensures that expenditures are within budget allocations.

1. **Administration**:
	1. Audits and affects correction as necessary for resident files at HUD, LIHTC and RD properties on a regular ongoing basis.
	2. Audits and affects correction as necessary for HUD, LIHTC and RD reporting.
	3. Recommends updates for property operations manual, when necessary.
	4. Handles emergencies that may arise on-site.
	5. Implements management plan.
	6. Takes follow-up action on security reports.
	7. Coordinates scheduling of and attends all regulatory and compliance reviews.
	8. Compiles documentation and drafts responses to compliance reviews.
	9. Monitors maintenance of property files and records.

IV. **Qualifications**

A. **Education/Experience:**

1. College education preferred.

2. Property Management accredited designations such as ARM, Spectrum, IREM, CPM and/or licensed Realtor.

3. Minimum of three consecutive years experience as Regional Manager in property management industry, or 5 years of property management managerial experience, supervising 5 or more subordinates.

4. Ability to learn and assimilate, communicate and apply all regulatory requirements.

 5. Ability to handle finances and work within a budget.

B. **Additional Qualifications**:

 1. Appearance compatible with image of property, positive attitude, energetic, assertive, and capable role model for subordinates.

 2. Demonstrate integrity on personal as well as professional level.

 3. Exceptional communication skills and ability to lead and train staff.

 4. Attentiveness to details.

 5. Ability to interact with a wide range of people.

 6. Ability to solve problems involving residents, personnel, finances,

 equipment failure, and emergency situations.

 7. Ability and willingness to substitute for any position.

 8. Ability to be compassionate and empathetic to resident needs and personal circumstances.

 9. Public awareness and a willingness to learn the needs of owners, residents, staff and

 properties.

 10. Willingness to obtain additional training as required.

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