

Assistant Property Manager

The position of Assistant Manager is designed to train personnel for the position of Property Manager. The Assistant Property Manager will be responsible for assisting the Property Manager in the overall management of the community. The expectations may expand as the Assistant learns to take on more of the Property Manager's duties.

Key Responsibilities:

- Maintain a professional, organized and efficient property accounting office which provides quality and timely customer service to residents
- Meet reporting deadlines and ensuring accuracy of accounting information
- Act as manager in the absence of Property Manager, if so directed, including supervision of on-site employees
- Participate in leasing or reception duties
- Assist with maintaining/enforcing company and community policies
- Post all monies/credit cards & process guest suite payments, record NCC payments (post check & create charge batch & create JE)
- Working renewals on a weekly basis to achieve at least a 50% renewal closing rate
- Participate in resident retention events – resident events
- Clearing and maintaining EFT information
- Check bank for returned payments / Initiate wire transfers & stop payments
- Monthly posting/utilities & bill back electric bills
- Reconciling deposits/researching & charging return payments
- Process all move-ins (demographics, charges, utility billing, etc.)
- Post late fees multiple times each month
- Process move-out deposit accountings & discuss move-out statements with residents/manage in-house collection program & perform write-offs
- Process & code all invoices through A/P system, enter manual & resident referral payables
- Enter/update lease changes, notices and renewals. Update rentable items
- Field vendor calls about payments & issue keys
- Assist residents with concerns, packages, questions, etc.
- Charge & explain violations/charges with empathy
- Reset resident portals & trouble-shoot resident portal /payment issues
- Locate/clarify missing information needed to process move-ins, cancels/denials, move-outs, etc.
- Balance due reminders / run delinquency reports – close month with delinquency under 1%
- Hand deliver 3-day notices to vacate each month - file evictions/writs
- Enter & maintain access cards in system

Requirements:

- High school diploma required; Some college or college degree highly preferred
- Three or more years' experience in multifamily property management
- Strong Microsoft Excel skills required
- Prior experience with Yardi accounting software is preferred
- Strong customer service skills; ability to promote good resident and service staff relationships
- Knowledge & familiarity with A/P software preferred
- Ability to work a minimum of one weekend per month

- Outstanding organizational, analytical and communication skills
- Ability to meet and manage deadlines in fast-paced environment with multiple interruptions
- Exceptional team-building skills
- Good written and verbal communication skills, detail-oriented

Benefits:

- Competitive Salary and excellent benefit package
- Medical, Dental and Vision insurance available
- 401(k) with generous company match

About Billingsley Company:

Founded in 1978 by Lucy and Henry Billingsley, the organization expertly builds, owns and manages its properties, ensuring long-term client, resident and partner return.

Specializing in master-planned developments and principles of new urbanism, each Billingsley property signifies technology, convenience and a vast array of amenities aimed to attract and retain tenants, residents, visitors and employees. These amenities include art, sculpture, parks, trails and outdoor public spaces.

Delivering smart design integrated with artistic works and natural spaces, Billingsley Company's developments are life-enhancing communities in which to work, live, play, shop and dine.

Combining its relationships in the local market with its expertise in development, Billingsley Company provides expanded opportunities for its business partners. From raw land to fully developed communities, Billingsley Company is engaged in each step of the process. We own, design, finance, lease and manage for the future success of our investments and the future success of our tenants. Our decisions in design, finance and construction are grounded in doing what is right for the long term.