

Billingsley Company

JOB DESCRIPTION

Title: **Multifamily Administrator**
Division: **Multi-Family Property Management**
Reports To: **Senior VP Multifamily**
FLSA Status: **Exempt**
Prepared Date: **April 2018**

Overview

If you love working in a high velocity office and receive satisfaction from using your organization and time management skills, you'll get a lot of enjoyment as the Multifamily Administrator. This role is responsible for basic office functions as well as assisting in reporting functions for multiple properties and other various tasks delegated by the Multifamily Coordinator, Regional Maintenance Director and Senior Vice President of Multifamily.

Essential Duties and Responsibilities include the following, but other duties may be developed and assigned:

- Maintain superior customer service relationships to uphold Billingsley's Standard of Excellence.
- Adhere to standards of operation as outlined in the company policy manual and employee handbook.
- Develop solid relationships with leasing and management team members.
- Create, maintain and deliver reports weekly, monthly, quarterly and yearly.
- Schedule meetings and prepare necessary meeting materials with coordination of meeting spaces and equipment reservations.
- Review reports and files submitted for Senior VP approval for accuracy before final submission.
- Review and order office supplies for each multifamily property and regional corporate office.
- Analyze data reports for trends and insight.
- Order and maintain maintenance uniform program within determined budgets.
- Maintain contracts for each multifamily property.
- Coordinate and review property inventory audits.
- Manage and organize electronic files on both internal server and Sharepoint/M-Files shared company website.
- Assist in the coordination of events. Responsibilities include: communication/negotiation with event participants and/or vendors, facilitating event implementation including coordinating with event staff, company employees and event participants, being on-site to oversee events, coordinating invitations and recruiting attendance.
- Organize and manage physical files.
- Develop and maintain collection of electronic collateral.
- Mail sort and coordinate courier for interoffice communication.
- Maintain utility accounts for regional corporate office.
- Assist other team members with meetings, presentations as needed.
- Assist in finding efficiencies for the department.
- In-depth knowledge of multi-family assets and master plan development goals.
- Complete market knowledge – our products, competition, leases, demographics, future trends
- Becoming a trusted source for communications and advice.
- On-time reporting and deliveries
- Budget-saving strategies

Competencies Required

- Computer/Electronics: Highly skilled in using PC, office equipment and mobile phones to communicate, enter data, or process information, including Microsoft Office applications with intermediate proficiency in Excel a must.
- Basic knowledge of Yardi Voyager and RentCafe.
- Communication with everyone on the team(s).
- Keeping fresh strategies and content.

Supervisory Responsibilities

- None

Education and/or Experience

- Minimum of High School diploma or equivalent.
- Minimum three years related administrative experience; or an equivalent combination of education and experience.

Certificates, Licenses, Designations

- Valid Driver’s License and current automobile insurance required; and individuals must use their own vehicle to fulfill job functions.

Language/Mathematical Skills

Ability to read, analyze and interpret leasing activity reports, market surveys, shopping reports, business correspondence, and procedure manuals. Ability to effectively present information, respond to questions from groups of employees in the organization and general public. Ability to calculate basic math figures including discounts, percentages, pro-ration of numbers, averages and annualized numbers.

Reasoning Aptitude

Ability to apply common sense understanding to carry out instructions provided in written, oral, schedule, and diagram form; to define and solve practical problems in a logical manner; understand timelines and deadlines for training projects.

Physical Demands/Work Environment

Physical Demands requires the associate to reach with hands and arms, stand, talk and hear for extended periods of time; balance, stoop, kneel and lift and/or move up to 35 pounds.

Travel/Attendance

Ability to work any of the seven days of the week, 52 weeks of the year, including holidays. Staffing circumstances make it critical for you to work your scheduled hours consistently, as well as overtime when requested. Ability to serve on-call as needed. Ability to travel by car to attend various company meetings and events, in the general vicinity.

The Job Description outlines requirements for an associate to successfully perform the essential functions and responsibilities of this position. I have read and received a copy of my Job Description and understand my obligations outlined.

Associate Signature

Date

Supervisor Signature

Date