

APPENDIX D  
JOB DESCRIPTION

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DESCRIPTIVE

RESIDENT MANAGER JOB DESCRIPTION

**I. RENT COLLECTION**

- a. Make daily rental deposits the first tens days of the month, timely deposits thereafter.
- b. Beginning on the sixth day of each month, call, notify and process any late payers.
- c. Phone in total daily deposits.
- d. Always strive for \$0 receivables.

**II. REPORTING AND BOOKKEEPING**

- a. Prepare and send completed ledger pages and deposits receipts daily.
- b. On the 10th day of each month, mail free rent reports, move-in/move-out report, and final billing and settlement statements.
- c. On the 25th of each month, Airborne all reports, including the remainder of deposit pages, free rent report, move-in/move-out report, final billing and settlement statements, late rent, prepaid rent and status reports.
- d. On the 15th of the month, review the mid-month report and phone in discrepancies to the computer room.
- e. Keep undated resident files and ledger cards.
- f. Forward all bills to the home office.
- g. Request purchase orders from regional supervisors prior to making purchases or authorizing work.
- h. Account for petty cash.
- i. Prepare written reports and phone in all insurance claims.

**III. RESIDENT SCREENING PROCESS**

- a. Qualify and interview potential residents.
- b. Take applications.
- c. Complete economic evaluation, credit check, current and prior employer check and current and prior landlord verification.
- d. Prepare move-in documents (rental agreement, home set-up agreements, homesite inventory checklist, security deposit receipt, etc.)

**IV. MARKETING**

- a. Follow the standard marketing procedures for resident prospects for phone contacts and community visits.
- b. Complete semi-annual market studies by visiting area comparable communities (February and August).
- c. Visit area retailers and distribute community brochures.
- d. Implement the community marketing plan.

V. **GENERAL COMMUNITY ENFORCEMENT**

- a. Common area upkeep and general maintenance.
- b. Special projects (i.e., clubhouse, improvements, road repair, etc.)
- c. Equipment maintenance and repair.
- d. Inventory control.
- e. Lawn care, snow removal, and pool maintenance (if applicable).
- f. Contractor bidding and supervision.
- g. Weekly community facility inspections.

VI. **COVENANT ENFORCEMENT**

- a. Always maintain an accurate master list of all outstanding violations.
- b. Daily community sweeps.
- c. Issue violation notices - 30 day.
- d. Meet with all residents who have not conformed by the end of the 30 day notice period.
- e. Begin eviction proceedings for any remaining residents who have not complied.
- f. Contact attorney to commence eviction.

VII. **RESIDENT RELATIONS**

- a. Follow-up on resident complaints.
- b. Adhere to policy of consistent treatment for all residents.
- c. Coordinate and encourage resident involvement in community activities (i.e., pot luck, bingo, etc.)
- d. Prepare a community newsletter once per month.
- e. Resolve resident disputes.
- f. Inspect common areas to assure they are safe of all hazards, including playground, street, clubhouse, pool and other areas used by residents.

VIII. **BUDGET CONTROL**

- a. Monitor expenditures to assure expenses do not exceed approved budgets.
- b. Take bids for all annual contracts at least once per year to assure prices remain competitive.
- c. Work with regional supervisors to implement cost reducing procedures.
- d. Take at least three bids for all work to be done by outside contractors.

IX. **PERSONNEL**

- a. Hire, fire and supervise on-site personnel.
- b. Maintain employee files for all on-site personnel, including job applications.
- c. Monitor work conditions to assure employee safety.
- d. Annual review personnel performance.