POSITION DESCRIPTION

TITLE: Facilities Manager REPORTS TO: Senior Community Manager FLSA STATUS: Exempt

SUMMARY
The Facilities Manager is responsible for the coordination and completion of construction renovation projects, the make ready process, day to day service professional activity, resident service issues as well as assisting the CM in the overall performance of the community to meet and exceed company business objectives. High levels of initiative, independence and communication skills are expected. Maintains resident satisfaction by providing problem-solving resources; and managing the service staff. The individual in this position will report to the CM.

JOB DUTIES
- Prioritizes maintenance work and service requests. Schedules on call maintenance to cover evenings, weekends and holidays. Tracks the status of all work orders.
- Manages and executes the Make-Ready/Turn process. Completes move-out checklist assigning appropriate move-out charges, and forwards to management for approval and account reconciliation. Schedules and inspects vendor/contractor work performed to ensure quality, completeness, and compliance with company standards. Inspects all rent ready apartments to ensure all maintenance items are completed and the apartment is ready for move-in.
- Purchases inventory supplies adhering to the property budget and company policies and procedures. Reviews, codes, and approves all vendor invoices and forwards to the management office processing. Participates in the preparation and management of the operating budget and monthly variance reports.
- Inspects the physical apartment site including all roofs, garages, carports, driveways, streets, stucco, siding, pools, building, recreational facilities, identifying all areas in need of immediate or future repairs and maintenance and provides an inspection report to the Community Manager for review.
- Participates in staff selection/interview process. Supervises and provides support and direction to the service staff. Resolves personnel issues and supports team building. Assists community Manager in the preparation of the annual reviews. Supports/motivates staff to participate in classes and training.
- Achieves customer service objectives by implementing customer service standards, resolving problems, completing audits, identifying customer service trends and working with CM to implement any change in processes.
- Performs other duties as assigned. Actual job duties/responsibilities may vary depending on community size.

PERFORMANCE OBJECTIVES
Include, but not limited to, Community Net Operating Income, Occupancy, Resident Retention, Service Request Resolution in 24 hours, Unit Turn Timeliness, Customer Service Feedback, Delinquency, Team Membership, Curb Appeal, Project Completion Timeliness, Project Completion Effectiveness, Project Budget Adherence.

PREFERRED KNOWLEDGE, SKILLS, EDUCATION and EXPERIENCE
Previous management experience; responsibility for operational results. staff supervision; residential property management; ability to develop rapport with people; strong analytical, organizational, problem solving and multi-tasking abilities; strong written and verbal communication skills; proficiency with Microsoft Office products; able to give clear direction and respond to inquiries; understands accounting principles and budget process; provides exceptional customer service; project management; negotiation and conflict resolution skills; High School Diploma or equivalent required., bachelor’s degree preferred.

WORK ENVIRONMENT
The Facilities Manager will work on-site at an apartment community and interfaces with internal/external customers and vendors on a regular basis. Hours are usually scheduled from 8 a.m. – 5 p.m. and may be scheduled to work weekends (Sat/Sun). The Facilities Manager should be flexible and readily available depending on the needs of the property.

PHYSICAL REQUIREMENTS
The CSM physical condition must be sufficient for the consistent and successful completion of the responsibilities defined for this position and for his/her performance to be in complete conformance with all professional standards defined for this position. The employee is frequently required to stand, walk, sit, use hands, reach with hands and arms, stoop, kneel, crouch, or crawl. May be required to lift and/or move up to 25 pounds. Must be able to drive during the course of work.