

PORTER/HOUSEKEEPER – 420 UNIT APARTMENT COMMUNITY

North Dale Mabry/Bearss Area

GENERAL PURPOSE

Primary responsibilities involve the upkeep of the property in order to enhance and maintain its curb appeal. Perform the overall housekeeping services of the community under the supervision of the Business Manager or Service Supervisor. Maintain the cleanliness of the clubhouse and/or business office and prepare vacant apartments for market readiness. The Porter/Housekeeper will also assist in other areas when needed, as directed by the Business Manager.

ESSENTIAL FUNCTIONS

1. Maintain curb appeal and removal of trash from community
 - Physically walk the property on a frequent basis and remove litter.
 - Assist in maintenance of exterior plant material.
2. Perform General and Preventative Maintenance
 - Check and replace exterior lighting as required.
 - Assist with "make-ready" duties as needed.
 - Perform interior and exterior painting duties when requested.
3. Responsible for the cleanliness of all vacant units, including.
4. Maintain cleaning supplies and requests re-ordering supplies in a timely manner from the Business Manager.

NON-ESSENTIAL FUNCTIONS

1. Distribute resident communications to residents.
2. Perform any additional duties assigned by Service Supervisor and Business Manager.

JOB SPECIFICATIONS

- Must possess the ability to read, comprehend, and follow simple verbal and/or written instructions to perform tasks assigned.
- Be able to effectively communicate with residents, staff, and other suppliers or vendors to ensure safe operation of property maintenance.
- Must be knowledgeable and skilled in the safe and proper use, and maintenance of tools and equipment, including but not limited to; hand tools (wrenches, grips, sledge hammer, snips, saws, and etc.), electric tools (blowers, nail guns, hedge clippers, lawn mowers, weed eaters, and etc.), and wheelbarrows, dollies, hand trucks, step ladders, hoists, and etc.
- Must be knowledgeable and skilled in the safe and proper use of cleaning products and equipment such as, bleach, glass cleaner, astringent, mops, brooms, vacuums, and etc.

- Must be able to bend, stoop, squat, kneel, climb stairs, climb ladders, push or pull heavy items, and lift/carry supplies or machinery on a regular basis.

WORKING CONDITIONS

Job environment entails working indoors and outdoors. Outdoor conditions may be affected by weather conditions ranging from rain or snow to excessive heat. Regular exposure to hazardous chemicals, paint, cleaners and power machinery. Work order requests may involve working in occupied or unoccupied units in varying degrees of cleanliness in a multi-level apartment community.

MAINTENANCE TECH - 536 UNIT APARTMENT COMMUNITY Carrollwood Area

GENERAL PURPOSE

Responsible for maintaining physical condition and appearance of community. Provide timely and courteous response to resident service requests. Perform routine maintenance and repairs, including plumbing, appliance repair, carpentry, general maintenance repairs and make-readies.

ESSENTIAL FUNCTIONS

Strong Customer Service Skills

1. Prepare vacant apartments for new occupancy.
2. Complete work orders on a priority basis.
3. Perform preventative maintenance.
4. Communicate with residents and co-workers with courtesy and efficiency to ensure resident satisfaction.
5. Provide emergency on-call services on a rotating basis.

NON-ESSENTIAL FUNCTIONS

1. May be necessary to use personal vehicle to pick up supplies and materials.
2. Clean common areas and monitor curb appeal.
3. Other duties as assigned by Service Supervisor or Community Manager.

JOB SPECIFICATIONS

- Must possess the ability to read, comprehend, and follow simple to moderately complicated verbal and/or written instructions to perform tasks assigned and to maintain records. Must possess basic arithmetical calculation skills (addition, subtraction, multiplication, division, percentages, etc.) This level of proficiency is normally achieved through completion of a high school education or its equivalent.

- Be able to effectively communicate with residents, staff, and other suppliers or vendors to ensure safe operation of property maintenance.
- Work with multiple deadlines, maintaining efficiency and control over projects assigned within time frames allowed and changing priorities.
- Must possess a solid knowledge of painting, electrical wiring, plumbing, carpentry, appliance maintenance and repair, hazardous chemical safety, heating, ventilation, air conditioning, pool maintenance, and ability to use power machinery properly and safely. This level of proficiency is generally achieved with approximately one to two years of experience in two or more of the noted areas. Specialized training in general maintenance, plumbing, electrical work, or carpentry is preferred.
- Work requires the ability to maneuver or move up stairs heavy equipment, appliances, supplies and tools which may weigh up to 100 pounds and the ability to inspect and repair roofs or roof-top equipment.
- Be able to diagnose and repair equipment or appliances, which are not easily seen or reached, i.e., under counters, on ceilings, etc.
- Effectively assess a situation, which may require assistance or specialized equipment, and respond appropriately in serious or emergency situations.
- Must have access to reliable transportation. Must have an effective communication system available in order to contact property or staff after hours.

WORKING CONDITIONS

Job environment entails working indoors and outdoors. Outdoor conditions may be affected by weather conditions ranging from rain or snow to excessive heat. Regular exposure to hazardous chemicals, paint, cleaners and power machinery. Service order requests may involve working in occupied or unoccupied units in varying degrees of cleanliness in a multi-level apartment community. Will be required to be “on call” for emergency repairs/maintenance after normal work hours.

LEASING CONSULTANT - SHARED APARTMENT COMMUNITIES

Carrollwood Area - 536 Units

North Dale Mabry/Bearss Area - 440 Units

GENERAL PURPOSE

Provide prospective residents with positive overview of the community. Responsible for the leasing of all apartments including, but not limited to, taking prospective resident phone calls, giving tours, processing lease paperwork, and performance of miscellaneous clerical duties.

ESSENTIAL FUNCTIONS

Strong Customer Service Skills

1. Marketing and Leasing

- Assist in preparation and implementation of marketing plan to effectively market community and generate traffic.
- Create Product Knowledge Notebook and update regularly.
- Assist in inspecting show units and tour route for market readiness.
- Answer prospective resident calls, set appointments for community visits, and input traffic in computer.
- Tour community and show apartments to prospective residents.
- Qualify, demonstrate, and lease apartments in accordance with Fair Housing Laws.
- Keep current on market and competition.
- Assist in Personal Service Agent Program

2. Administrative and Clerical

- Set up and maintain resident files per JMG policies and procedures.
- Process rental applications and prepare new lease agreements, renewals and process notices to vacate.
- Coordinate move-in/move-out inspections with residents.

3. Resident Relations

- Enter service requests and distribute to service staff.
- Effectively communicate with residents and staff in a courteous manner to ensure resident satisfaction.
- Provide assistance to residents regarding complaints.
- Assist in preparation of community newsletters, flyers, and resident letters.
- Assist in planning of community events.

Open and freshen vacant apartments and models, and tour route prior to viewing with prospective residents.

Other duties as assigned by Leasing Manager, Assistant Community Manager or Community Manager.

JOB SPECIFICATIONS

- Must possess the ability to read, comprehend, and follow simple to moderately complicated verbal and/or written instructions to perform tasks assigned and to maintain records. Must possess basic arithmetical calculation skills (addition, subtraction, multiplication, division, percentages, etc.) This level of proficiency is normally achieved through completion of a high school education or its equivalent.
- Be able to effectively communicate with residents, staff, and other suppliers or vendors to ensure efficient operation of office activities.
- Must have experience working with computers and be proficient in MS Office (Word, Excel, and Outlook). Prior experience working with community management software and web-based programs is preferred.
- Work with multiple deadlines, maintaining efficiency and control over projects assigned within time frames allowed and changing priorities.
- Possess a basic knowledge of sales/marketing techniques and bookkeeping/accounting theory and procedures. This knowledge may be acquired through sales/marketing/accounting courses in high school or college, or three to six months' on-the-job training. Must be able to work with various kinds of people, maintaining a professional, positive tone.

- Possess a basic knowledge of lease agreements and terminology. Understand basic landlord/tenant laws and fair housing regulations. This could be learned with three to six months on-the-job training.

WORKING CONDITIONS

Typical working environment is in an office setting on a multi-unit residential community, working with a personal computer at a desk and a telephone. Travel to attend training required. Will also involve greeting and taking prospective residents to vacant apartments in a multi-level apartment community. When showing apartments, may be subject to outdoor weather conditions ranging from rain or snow to excessive heat during the seasonal months.