



PROPERTY ONE

Job Description for  
**Senior Operations Manager**

**Reports to:** President and Director of Multifamily Management (DMF)

**Basic Responsibility:** Assist in administering activities (see below) of the Property Management division portfolio.

**Specific Responsibilities:**

Assists in the review and coordination of the annual property budgets in the portfolio

Assist Managers, as needed, in processing weekly accounts payable

Assist in the administration of all department/companywide initiatives

Assist DMF in all miscellaneous property management duties as needed

Perform routine property inspections, vendor/tenant meeting

Assist in coordinating the preventive maintenance program associated with the property portfolio

Provide customer service support to all tenants/residents

Administer property mail as needed

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Maintain filing system for all Division records

Maintain litigation files

Update and maintain emergency contact lists and property info lists

Administer employee ID's

Maintain calendars and distribute each week.

Responsible for maintaining contract database. Duties include contract development, administration, tracking and analysis

Assist in implementing and updating Policy & Procedure Guidelines

Assist in setting up manager meetings, training and reviews

Provide direction and oversight to all on site personnel

Assist in the administration of all construction associated with the portfolio

**Behavior Requirements:**

Position requires a positive team-oriented worker with a flexible working attitude

Must have good time management skills

Must have a professional and well groomed appearance

Requires good personable phone and organizational skills

Punctual Attendance

**Disclaimer Statement:**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

**Signatures:**

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**Employee**

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**Date**

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**Supervisor**