



PROPERTY ONE

JOB DESCRIPTION FOR:

**Senior Operations Manager**  
**For Multifamily Management Division**

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

**Basic Responsibility:** Assists in the administration and management of the day-to-day operations (see below) of the Property Management division portfolio.

**Specific Responsibilities:**

- Serve as Property Manager for Condo Associations as needed
- 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 in completing new hire paperwork and training Property Managers
- Attend Condo Association Meetings as Property One representative, as necessary
- Assist DMF in all miscellaneous property management duties as needed
- Perform routine property inspections, vendor/resident meetings
- 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 (can receptionist do this?)
- 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:**

---

**Employee**

---

**Date**

---

**Supervisor**

---

**Date**