



Job Description: Full-Time Resident Manager

FLSA Status: Exempt or non-exempt, depending on scope of position

InCity Properties Holdings, Inc. (www.incityinc.com; "InCity") is an expanding Puget Sound-based real estate property and asset management company overseeing both commercial and residential properties. Our portfolio of properties includes commercial and residential buildings of varying vintage, size, and complexity. Our mission is to maximize the return on investment for owners while always being fair and objective to tenants - while remaining fair and objective to tenants—the satisfaction of both is central to our success. As InCity continues to grow, the guiding principles of accountability and service remain at the core of our philosophy.

The Resident Manager is directly responsible for the property & operations management, acting as the "face" of a subset of InCity's community buildings. This includes various reporting responsibilities, overseeing the execution of lease renewals and new leases, and ensuring a profitable and marketable residential portfolio. This position requires a "roll up your sleeves" mentality!

Key responsibilities include, but are not limited to:

Reporting & Management

- Report to the Regional Manager on a consistent basis regarding the overall status of the designated subset of the residential portfolio
- Maintain consistent communication with Resident Manager Assistant (if applicable) to ensure clarity in weekly directives and goals
- Prepare monthly reports to be submitted to property owners and properly follow up with owners on any questions received
- Stay current with respect to the ever-changing rules and regulations of residential leasing as it relates to local, state, and federal regulations

Communication

- Perform a walk-through of each property no less than weekly, to assess potential maintenance needs, show vacant homes, and ensure curb appeal is to quality standards
- Communicate with the accounting personnel to ensure accurate records, vendor charges, tenant bill backs, and accurate reporting of the financials
- Investigate and resolve tenant and public complaints or other issues which may arise
- Treat customer service and resident retention with a high-level regard

Budgeting & Financials

- Meet or exceed financial objectives, collect rents due and follow up on delinquencies, forecast income and expenses
- Assist in preparing annual property budgets and analyzing financial variances

Leasing & Marketing

- Oversee marketing and lead generation of vacant space, manage residential lease agreements, and negotiate lease agreements and renewals as needed
- Ensure residential units are occupied with quality applicants, enforce lease terms, conduct move-in and move-out inspections
- Assist in establishing rental rates by surveying local rental rates, analyzing market conditions, actively research industry trends
- Own the marketing and leasing of vacant spaces, from the posting of vacant spaces to the execution of leases



Maintenance

- Assist in maintenance and repair requests, either by 3rd party vendors or in-house engineering
- Identify future issues preventatively before they occur to mitigate impact
- Manage contracted vendor terms and the services they provide; seek bids for services if change is needed
- Ensure curb appeal of property is to the highest standards; stay in front of preventive issues
- Monitor open work orders and their completion through close communication with onsite Maintenance Staff

Qualifications & Skills

Essential:

- At least 5 years' experience as a Resident Manager (or similar) managing multiple sites OR a single community totaling 175+ residential units
- Experience leading and training others
- Proficient in Microsoft Office 365 (word, excel)
- Knowledge of real estate business practices and principles
- Excellent written and oral communication skills
- Excellent analytical and organizational skills
- Expert in multi-tasking and self-managed prioritization
- Ability to maintain performance at a high level during stressful situations
- Washington State driver's license & use of personal vehicle

Preferred:

- AppFolio (or similar) property management software use
- Certified Property Manager (CPM)
- Certified Apartment Manager (CAM)

Pay range and Benefits: Salary of \$65,000 - \$90,000 if exempt / \$31.25-\$43.27 per hour if non-exempt, DOE.

Compensation varies based on experience and qualifications. Medical benefits (including medical, dental, vision, Life, EAP and FSA) and 401(k) are available for the hired applicant subject to InCity's eligibility policies.

Interested Candidates: Interested individuals should send a resume and please include the number of properties you have concurrently managed and a general description of the portfolio (e.g. number of tenants) to resume@incityinc.com