



Job Description: Resident Manager Assistant (RMA)

FLSA Status: Non-Exempt

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 Assistant (RMA) supports one or more Resident Managers (RM's) in management of residential buildings. The position is responsible for various reporting responsibilities, assisting the team in all tenant related activities, and ensuring a safe and marketable residential portfolio. The role requires a "roll up your sleeves mentality" as well as being an active participant at each building.

Key Responsibilities include, but are not limited to:

- Work directly with one or more Resident Managers, assisting in all duties assigned.
- Assist in preparing monthly status reports submitted to property owners' AppFolio portal.
- Ensure all leasing paperwork has been properly drafted and entered into AppFolio.
- Perform a walk-through of each property no less than weekly and assess any immediate maintenance and/or preventative maintenance needs.
- Communicate with the accounting personnel to ensure accurate records, vendor charges, and accurate reporting of the financials; manage the process of coding expenses for each building.
- Assist the Resident Manager with managing InCity's key vendors.
- Assist the Resident Manager in investigating and resolving tenant and public complaints or other issues which may arise.
- Meet or exceed financial objectives by assisting in collecting rents and managing expenses.
- Assist the Resident Manager in ensuring rental properties are occupied; respond to vacancy inquiries and vacant space is advertised; post ads as needed to various websites (i.e., Craigslist, Zillow, etc.); follow up on 180-day notices (Seattle)
- Submit maintenance requests to Engineering; meet regularly to follow up on outstanding requests.
- Schedule or assist in scheduling and follow up to ensure completion on repairs.
- Analyze market conditions and rates; learn industry trends and market drivers.
- Become proficient in understanding local, state and federal tenant laws and regulations.

Qualifications & Skills

Essential:

- A strong interest in Property Management with previous experience working in a public facing role
- At least 1 year of experience as a Resident Manager Assistant (or similar)
- A minimum of High School or equivalent education
- Proficient in Microsoft Office 365 (word, excel)
- Excellent written and oral communication skills
- Demonstrated leadership ability, team management, and interpersonal skills
- Excellent analytical and organization skills
- Expert in multi-tasking and triaging prioritization
- Ability to maintain performance at a high level during stressful situations

Preferred:

- Experience in AppFolio property management software
- Previous experience in Property Management as an on-site Resident Manager or Resident Manager Assistant
- Washington State Real Estate Broker's license

Pay range and benefits: \$25-\$28 per hour, DOE. Discretionary bonus possible based on set objectives.

Compensation may vary 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 compensation expectations to resume@incityinc.com