

## Assistant Property Manager

Reports to                    General Manager

Employment Status        Full Time

Hours of Work    Primarily Daytime, Evenings and Weekends as required

### Position Analysis

The priority of the Assistant Property Manager is to work with the Management Team to establish positive working relationships with perspective residents and their loved ones and assist them to make an informed decision that they are comfortable with. In doing so, the Assistant Property Manager will be working towards meeting or exceeding budgeted occupancy and revenue targets, The Assistant Property Manager will work with organization contacts to develop leads, facilitate the move in process and ease the transition for the resident and their loved ones. They will maintain this relationship throughout the decision making process and follow up with residents upon move in to ensure their expectations are being met. The Assistant Property Manager will assist the Management Team as required with planning and executing advertising, events and activities in the community to promote Rotary Villas and gain new referrals.

### Responsibilities

- Build a positive community reputation
- Respond to telephone inquiries, remotely and in real time where possible, and conduct walk-in and scheduled tours with prospective residents or interested parties.
- Develop and maintain relationships with any and all potential referral sources and conduct on-going visits effectively matching our services to their needs, thus maximizing referral potential.
- Be knowledgeable on all Rotary Villas programs, products and services
- Qualify prospective residents, effectively matching our services to their needs thus maximizing move-in potential.
- Complete the necessary move-in paperwork ensuring a smooth transition for the resident.
- Assist in organizing events and on site activities that will continue to build relationships with new prospects

- ❑ Remain current on competitor data, market and industry trends
- ❑ Accurately maintain the community's Customer Relationship Management database by collecting and entering information about new inquiries and recording consistent and appropriate follow up communication with inquiries and prospective residents.
- ❑ Assist the Property Manager in ensuring that the community, including all available apartments, model apartments, common areas and grounds are staged, marketable and presentable.
- ❑ To make sales calls qualifying all prospects and leading them through the sales process using consistent and creative follow-up.
- ❑ Meet and exceed all defined sales goals
- ❑ To uphold and promote the organizations mission, vision and values
- ❑ Other duties as assigned.

#### Essential Competencies & Qualifications

##### *Education & Experience*

- ❑ Experience in a service industry-related position: real estate, healthcare, fundraising, tourism, hospitality, or property management
- ❑ Post-secondary in Sales, Marketing, Communications, Public Relations an asset but not required
- ❑ Current CPR and First Aid Certification required, or must be willing to obtain upon hire

##### *Skills & Abilities*

- ❑ Effective oral and written communication skills to respectfully and compassionately work with seniors and their families
- ❑ Exceptional time management skills, ability to prioritize
- ❑ Must be proactive and self-disciplined in order to demonstrate a high level of effective sales productivity
- ❑ Proficiency in Microsoft Office applications (Word, Excel, PowerPoint, Outlook)

##### *Personal*

- ❑ Compassionate, courteous and respectful
- ❑ Empathetic to and understanding of the specific needs of seniors
- ❑ Strong aptitude towards the good health and safety of all residents, staff and visitors
- ❑ Must be enterprising and goal oriented

*Other Expectations*

- Maintain a professional, but functional, appearance in dress and grooming, as well as high standards of cleanliness and personal hygiene
- Flexible to work occasional weekend and evening hours to meet client and Residence needs

Please send resume to [debbie@rotaryvillas.ca](mailto:debbie@rotaryvillas.ca) or drop off at 1340 10<sup>th</sup> Street Brandon