



Job Description: Residential Property Manager
FLSA Status: Exempt

InCity Properties Holdings, Inc. (www.incityinc.com; "InCity") is an expanding Puget Sound-based real estate property and asset management company managing both commercial and residential properties. Our portfolio of properties includes commercial and residential buildings of varying vintage, size and complexities. We are responsible for the day-to-day operations and the preservation & enhancement of our clients' properties. Our mission is to maximize the return on investment for the owners while always being fair and objective to the tenants - the satisfaction of both the tenants and owners is key to our mission. As InCity continues to grow, the guiding principles of accountable service remain the core component of our philosophy.

The Residential Property Manager is directly responsible for the property & operations management of a subset of InCity's residential portfolio. This includes various reporting responsibilities, overseeing the proper execution of lease renewals and new leases, and ensuring a safe 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 VP Residential Real Estate on a consistent basis regarding the overall status of the designate subset of the residential portfolio
- Prepare monthly status reports to be submitted to property owners' AppFolio portal, and properly follow up with owners on any questions received

Communication:

- Perform a walk-through of each property no less than weekly, to assess any potential maintenance needs, to show the vacant spaces as needed, and "check in" with the tenants to be sure they are satisfied with the level of support
- Communicate with the accounting personnel to ensure accurate records, vendor charges, and accurate reporting of the financials
- Investigate and resolve tenant and public complaints or other issues which may arise
- Own the marketing and leasing of vacant spaces, from the posting of the vacant spaces to the execution of the leases

Assessments & Continuing Education:

- Assist in establishing rental rates by surveying local rental rates; analyze market conditions; actively research to stay abreast of industry trends and market drivers
- Update job knowledge by participating in educational opportunities; read professional publications; maintain personal network; participate in professional organizations
- Stay current with respect to the ever-changing rules and regulations of residential leasing as it relates to local, state and federal regulations

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 analyze financial variances

Leasing:

- Ensure residential units are occupied, oversee marketing and lead generation of vacant space, manage residential lease agreements, and negotiate lease agreements and renewals as needed
- Enforce lease terms, conduct move-in and move-out inspections, and execute turnovers



Maintenance:

- Assist in maintenance and repair requests, either by 3rd party vendors or in-house engineering
- Able to identify future issues before they occur to mitigate the impact to the property

Basic Required Qualifications

This position will have the following experience and attributes:

- A minimum of a Bachelor of Science or Bachelor of Arts degree (BS, BA) or equivalent education
- At least three years' experience as a Property Manager or similar across a minimum of 3 properties and a minimum of 100 residential tenants
- Washington State Real Estate license
- Proficient in Microsoft Office 365 (word, excel)
- Knowledge of real estate business practices and principles
- 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
- Washington State driver's license & use of personal vehicle

Preferred Experience:

- Certified Property Manager (CPM)
- Residential Management Professional (RMP)
- Certified Apartment Manager (CAM)
- Project Management Professional (PMP)
- Experience in AppFolio property management software

Compensation: DOE

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