



Position: Roving Assistant Property Manager, The Blairs District & The Pearl
Reports to: Property Manager, The Blairs District & The Pearl
Location: Silver Spring, MD
FLSA: Full-time, non-exempt

Objective:

The Tower Companies seeks a dynamic, emerging leader to serve as the Roving Assistant Property Manager at The Blairs District, near downtown Silver Spring, Maryland. We engage our residents to really know and enjoy each other by providing opportunities for them to do so. On any given day, you will find us at together at a happy hour, morning breakfast gathering, at a craft event for kids, or a live concert or music night on Sonny's Green. Our community has a vital retail center, which includes the following: Giant grocery store, 24 hour CVS; Kessler's Organic Dry Cleaners & Tailors, Mama Lucia's, Crisp & Juicy, District Taco, and Starbucks! We are located across from Silver Spring Metro and the Marc train station, only a 20-minute drive to downtown DC.

Key responsibilities:

The Roving Assistant Property Manager will assist as needed, the Property Managers with all responsibilities for the daily operations of the Blairs communities & The Pearl, including but not limited to the following:

- Resolving resident issues and concerns professionally and promptly
- Maintaining and updating the callbox system as needed
- Manage and maintain pest control requests and rotation schedules
- Monitor parking requests and violations
- Creating communications/memorandums as needed in writing or via email blast i.e. lease violations, upcoming projects, rules and regulation reminders, etc.
- Participate in walking vacant units and inspect for move in readiness if needed
- Participate in executing Move-Out Inspections if needed
- Along with the business office, collecting delinquent rent as requested
- Managing resident ledgers, inputting charges as incurred as requested
- Manage and process in-house transfers and continuously work on resident retention.
- Assist Property Manager's with the property's revenue management pricing

- Assist Property Manager's efforts to create and monitor all aspects of marketing for the property i.e. detailed and thorough market surveys, monitoring curb appeal, monitoring ILS's for accuracy.
- Assist Property Manager's with monitoring and responding to property's online reviews
- Assist Property Manager's with training and onboarding of new staff members
- Assist Property Manager's with purchase order process
- Coordinate and manage guest suite rental programs throughout all buildings
- Assist Marketing Manager's in execution/assignment of events & marketing (prospective residents and resident retention efforts)

Position Requirements & Qualifications:

- 2 to 3 years' experience in multifamily residential Property Management
- History of successful leasing; a demonstrated expertise in the leasing process with high closing ratio and highly rated shops and customer service scores.
- Experience in resident (current or existing) issue resolution; excellent problem solving skills and resourcefulness.
- Knowledge of Yardi Software and Revenue Management
- Demonstrated Microsoft Office skills, strong Excel
- Extremely strong administrative skills; naturally organized and process driven.
- Strong detail orientation; ability to plan and meet deadlines.
- Ability to track open items and follow through completion.
- Outstanding written and verbal English language skills. Concise, professional, but approachable writing style.
- A proven desire and ability to uphold policies, processes and procedures consistently.
- A proven ability to diffuse difficult and sometimes emotional situations in a professional manner.
- Excellent customer service and communication skills
- Professional discretion is required.
- Ability to respond to emergencies on site as needed, within a reasonably short response time.
- *Candidates under consideration for hire must submit to, and pass a background check and drug screening according to Tower's hiring standards.*
- *This role requires proof of vaccination against COVID-19, subject to accommodation for religious or medical reasons considered on a case-by-case basis,*

Preferred Qualifications

- Bachelor's degree
- High rise experience
- Previous experience in an Assistant Manager or similar capacity

Candidate must be fully vaccinated against COVID-19 (including Booster vaccine) and willing to work in-office. Candidate must submit to pre-employment screening including background check and drug test.

The Tower Companies and its affiliates are equal opportunity employers and offer a collaborative and exciting work environment, competitive salary and excellent benefits, which include medical, dental and vision coverage, as well as a 401(k) plan.

If you're interested in this position and working for The Tower Companies, please apply via our candidate portal found on our careers page at www.towercompanies.com/careers.

About the Tower Companies

For three generations, the family-owned Tower Companies has maintained a commitment to responsible development and envisions a world where buildings inspire and enrich the lives of their occupants, and create positive social change. The green building leader owns, develops, and manages over 5 million square feet in the Washington, D.C. metropolitan area consisting of office buildings, office parks, lifestyle centers, regional malls, eco-progressive live-work-play communities and hotels with over 8,000,000 SF in the development pipeline. The Tower Companies built Blair Towns, the first LEED certified residential community in country. The Tower Companies is recognized as an international authority in the industry, and has been recognized for its commitment to sustainability and energy independence by numerous national organizations and federal agencies, including US Green Building Council, US Department of Energy and the US Environmental Protection Agency.