

2. RESIDENT MANAGER**JOB DESCRIPTION: PROPERTY MANAGEMENT**

Title: Resident Manager
Report To: General Manager and Vice President
Supervises: On-Site Staff
Hours: Flexible hours as required, including weekends.

PURPOSE AND SCOPE:

To be responsible under the supervision of the General Manager and Vice President for all phases of the operation of a property including, but not limited to, general administration and maintenance and direction and control of personnel and resources so that the property is maintained at all times in good physical condition with an optimized fiscal operation.

CONTRIBUTIONS AND RESPONSIBILITIES:**1. SUPERVISORY RESPONSIBILITIES**

- A. Train and supervise work performed by property personnel.
- B. Perform written evaluations of employees at designated intervals.
- C. Maintain accurate payroll records as required by the company.
- D. Adhere to company personnel directions concerning operations and procedures.
- E. Establish and coordinate scheduling for on-site staff.
- F. Schedule work and follow-through to completion.

2. MARKETING / RESIDENT RELATIONS

- A. Actively participate with the staff General Manager and Vice President in advertising, leasing and community contacts to maximize occupancy.
- B. Review paper flow and sign rental applications for approval.
- C. Handle delinquent accounts, including going to court if necessary.
- D. Handle details of move-ins and move-outs giving special attention to apartment inspections.
- E. Resolve resident problems in a timely and courteous manner.
- F. Keep abreast of market conditions.
- G. Coordinate special promotions, resident functions, and participate in local trade organizations.
- H. Implement Resident Retention Program.

3. BOOKKEEPING RESPONSIBILITIES

Adhere to company bookkeeping procedures including, but not limited to:

- A. Receipting system and policies.
- B. Purchase Order system:
 1. Work within established budget and notify supervisor of any variances.
 2. Purchase supplies according to policy, obtaining approval from supervisor for purchases over \$300.00
- C. Invoice approval and coding system.
- D. Option and/or Move-out deposit Refund/Forfeit system.
- E. Petty Cash System.
- F. Provide supervisor with information and reports as requested.

4. MAINTENANCE RESPONSIBILITIES

- A. Insure that residents are provided with a clean, safe, well-maintained community.
- B. Maintain cleanliness of interior hallways and laundry rooms on a weekly basis as well as daily policing of common areas.
- C. Insure that maintenance requests are handled on an immediate one call basis, if possible, adhering to maintenance priorities.
- D. Supervise outside contractors working on the property.
- E. Adhere to maintenance and purchasing directions.
- F. Report accidents and emergency situations to **Tacoma and Mercer Island** Main Office immediately, as specified in emergency procedure plan.
- G. Continually inspect property and improvements, recording deficiencies and taking necessary corrective action.
- H. Establish Resident Education Program with Personnel, as needed.
- I. Walk vacancies for scheduling turn arounds.
- J. Create and implement a preventative maintenance program with the assistance of maintenance personnel.
- K. Enhance curb appeal by monitoring the picking up of trash, cigarette butts, dog excrement and any other objects detracting from the appearance of the property.

QUALIFICATIONS:

1. High school or college education or three years in this or a related field.
2. Proven ability to work with established accounting procedures and bookkeeping.
3. Ability to work with and understand the problems and attitudes of residents in an effort to resolve their concerns.
4. Interest, enthusiasm, good sense of humor, good health and stamina.
5. Self-control in dealing with resident or staff confrontations.
6. Neat, clean, and appropriate appearance.
7. Proven ability to supervise, coordinate and manage the activities of the management team.
8. Must have reliable transportation, valid In-State driver's license and insurance.
9. If residing on-site, must meet property residency requirements of assigned property.
10. Maintain checking or savings account for automatic deposit of payroll funds.
11. Maintain residence telephone service.

This job description is not intended to be all-inclusive and each employee will also perform other reasonably related business duties as required or assigned by immediate supervisor and other management. This job description does not constitute a written or implied contract of employment.

ACKNOWLEDGEMENT:

I hereby acknowledge and consent that a professional shopping service may be used from time to time without prior notification to perform a leasing performance evaluation. I have been advised to read the company Personnel Policy Manual that discusses, among other things, the company's right to monitor, at its discretion, all e-mail correspondence, telephone conversations on company phones and all facsimile transmissions using company equipment.

I acknowledge reading the above and understand the duties and responsibilities required of me as contained herein.

EMPLOYEE

DATE

3. ASSISTANT RESIDENT MANAGER**JOB DESCRIPTION: PROPERTY MANAGEMENT**

Title: Assistant Resident Manager
Report To: Resident Manager
Coordination: Coordinates activities of the Leasing Agents, Maintenance personnel, etc. in the absence of the Resident Manager.
Hours: Flexible hours as required, including weekends.

PURPOSE AND SCOPE:

To be responsible, under the supervision of the Resident Manager for operation of the property, including, but not limited to, the general administration and maintenance; to direct and control personnel and resources to the end that the property is maintained in good physical condition with a stabilized fiscal operation. To assist the Resident Manager in duties to make the management system and resident relations flow smoothly. Be knowledgeable of Resident Managers duties to be able to cover in case of sickness, vacations, etc.

CONTRIBUTIONS AND RESPONSIBILITIES:**1. MARKETING / RESIDENT RELATIONS**

- A. Actively participate with the staff and Resident Manager or Vice President in advertising, leasing and community contacts to maximize occupancy.
- B. Review paper flow and sign rental applications for approval.
- C. Collect rents and handle delinquent accounts.
- D. Handle details of move-ins and move-outs giving special attention to apartment inspections.
- E. Resolve resident problems in a timely and courteous manner while informing Resident Manager.
- F. Provide Resident Manager, General Manager and Vice President with information and reports as requested.
- G. Know market competition and stay knowledgeable about their activities.
- H. Implement Resident Retention Program.

2. BOOKKEEPING RESPONSIBILITIES

- A. Perform bookkeeping procedures as assigned by Resident Manager.
- B. Adhere to company accounting directions including but not limited to:
 1. Receipting system and policies.
 2. Purchase Order system:
 - a. Work within established budget and notify, Resident Manager or General Manager or Vice President of any variances.
 - b. Purchase supplies according to policy, obtaining approval from Resident Manager for purchases over \$300.00.
 3. Invoice approval and coding system.
 4. Option and/or Move-out Deposit Refund/Forfeit system.

3. MAINTENANCE RESPONSIBILITIES

- A. Insure that residents are provided with a clean, safe, well-maintained community.
- B. Insure that maintenance requests are handled on an immediate one call basis, if possible, adhering to maintenance priorities.
- C. Supervise outside contractors working on the property in Resident Manager's absence.

- D. Adhere to maintenance and purchasing directions.
- E. Report accidents and emergency situations to **Tacoma and Mercer Island** Main Office immediately following emergency procedure plan.
- F. Continually inspect property and improvements recording deficiencies for referral to Resident Manager.
- G. Assist Manager in checking apartments for new move-ins and walk move-outs.
- H. Enhance curb appeal by picking up trash, cigarettes butts, dog excrement and any other objects that would take away from the looks of the property.

4. GENERAL RESPONSIBILITIES

- A. Train and assist Leasing Agents.
- B. Other duties as assigned.
- C. Verify applications are properly approved, lease packets are in order and signed, deposits and rent taken before move-in.

QUALIFICATIONS

- 1. High school or college education or previous experience in apartment management or related field.
- 2. Proven ability to work with established accounting procedures and bookkeeping.
- 3. Ability to work with and understand the problems and attitudes of residents in an effort to resolve their concerns.
- 4. Interest, enthusiasm, good sense of humor, health and stamina.
- 5. Self-control ability to deal with either confrontive resident or personnel situations.
- 6. Neat, clean and appropriate appearance.
- 7. Must have reliable transportation, valid In-State driver's license and insurance.
- 8. If residing on-site, must meet property residency requirements of assigned property.
- 9. Maintain checking or savings account for automatic deposit of payroll funds.
- 10. Maintain residence telephone service.

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4. LEASING AGENT**JOB DESCRIPTION: PROPERTY MANAGEMENT**

Title: Leasing Agent
Reports To: Resident Manager
Hours: Flexible hours are required, including weekends.

PURPOSE AND SCOPE:

To be responsible, under the supervision of the Resident Manager for marketing, leasing and preleasing of rental units. Keep good rapport with current residents through resident relations. Know the competitive market.

CONTRIBUTIONS AND RESPONSIBILITIES:**A. MARKETING AND LEASING APARTMENTS**

1. Meet and greet prospect in a professional and enthusiastic manner.
2. Qualify prospects by determining their needs, eligibility and desirability.
3. Show property amenities and apartments to prospects. Have an up to the minute knowledge of vacancies and availability dates.
4. Have a complete knowledge of your apartment community. This should include knowledge of the surrounding area, schools, shopping, bus lines and any other pertinent neighborhood information.
5. Be able to provide information concerning the appliances, square footage, and possible furniture placement.
6. Be familiar with the competition in the area. Provide marketing reports as designated.
7. Know special features of Bianco Properties and refer prospects to other Bianco properties if appropriate.
8. Work with Resident Manager, General Manager and Vice President on the advertising and marketing plan for your property.
9. Sign and explain application and lease in detail.
10. Check application through credit agency and other resources before presenting to Resident Manager for approval.
11. Type and initiate necessary move-in paperwork including resident cards, work orders and verify deposits taken before move-in.
12. Implement weekly reports including Traffic Analysis and others designated by the Resident Manager.
13. Introduce new residents to management team and handle problems that may arise before move-in.
14. Receipt deposits and rent according to company procedures. Deposit receipts according to company procedures and policies.
15. Follow-up on any prospect that does not lease and set appointment for return visit.
16. Check and comply with model set up and care policies as designated by Resident Manager.
17. Work with Resident Manager to establish and maintain Business Referral Program.
18. Implement Resident Retention Program.

B. RESIDENT RELATIONS

1. Work with employees to maintain a smoothly run community.

2. Answer telephones fielding prospect calls, resident maintenance problems and other resident concerns.
3. Work with the management team in an attempt to resolve any resident problems.
4. Maintain a professional attitude at all times.
5. Aid the Resident Manager as she or he designates.
6. Training of new personnel on paperwork and leasing.
7. Walk the property on a regular basis to inspect the model and/or vacancies for readiness. Inspect the grounds and report any problems to the Resident Manager.
8. Enhance curb appeal by picking up trash, cigarettes butts, dog excrement and any other objects that would take away from the looks of the property.

QUALIFICATIONS:

1. High school education or equivalent.
2. Proven ability to sell.
3. Interest, enthusiasm, good sense of humor, health and stamina.
4. Clean, neat, professional appearance.
5. Proven ability to work with people. Our main concern is meeting prospects' and residents' needs.
6. Must have reliable transportation, valid In-State driver's license and insurance.
7. If residing on-site, must meet property residency requirements of assigned property.
8. Maintain checking or savings account for automatic deposit of payroll funds.
9. Maintain residence telephone service.

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EMPLOYEE

DATE

5. MAINTENANCE PERSONNEL**JOB DESCRIPTION: PROPERTY MANAGEMENT**

Title: Maintenance Personnel
Reports To: Resident Manager
Hours: Flexible hours as required, including emergency on-call.

PURPOSE AND SCOPE:

To be responsible, under the direction of the Resident Manager, for the overall maintenance of the property, physical plant, and other areas directly related to the day to day operation of the property.

CONTRIBUTIONS AND RESPONSIBILITIES:

1. Perform light electrical repairs on items such as appliances, fixtures, switches, outlets, circuits, etc.
2. Perform light plumbing work, such as clearing stoppages, replacing fittings, etc.
3. Replace broken glass, tile, vinyl, carpet, screens, garbage disposals, fixtures, appliances, draperies, etc.
4. Paint interior of apartments and exterior when necessary.
5. Perform carpentry work, such as fitting doors, freeing windows, door jams, replacing and building shelves, sanding and refinishing floors, and door repairs.
6. Assist in custodial work, including sweeping, mopping, vacuuming, shampooing, emptying trash, cleaning windows and cleaning of apartments.
7. Assist in grounds work when necessary, e.g., pull weeds when walking through the community.
8. Repair concrete, masonry, roof, fencing, when required.
9. Perform limited extermination services, when required.
10. Participate in a standby emergency schedule for evening, weekend, and holiday coverage.
11. Be responsible for stock control and utilization of maintenance materials.
12. Assist the Resident Manager in scheduling annual apartment inspections.
13. Responsible for apartment preparation for releasing.
14. Keep accurate records regarding preventive maintenance, work orders per apartment refurbishing, i.e., carpet and appliance replacement, inventories, purchase orders.
15. Perform scheduled maintenance on equipment based on the manufacturers' recommendations and operating manuals.
16. Periodically inspect units, buildings, and common areas, performing repairs and janitorial assistance as needed.
17. Have knowledge regarding water and gas meter cutoffs, apartment and fixture cutoffs, and sewer cleanouts and post map of same and assure employees have an understanding.
18. Make sure storage areas and entrances are locked and adequate lighting in those areas are maintained.
19. Have constant knowledge regarding contracts and suppliers, their services and goods.
20. Assist in apartment move-in and move-out inspections.
21. Maintain equipment, tools and inventory and assure staff access.
22. Train new employees.
23. Set up use instructions for residents with Resident Manager on pertinent maintenance items such as appliance use, laundries, etc.
24. Prepare summer and winter preventive maintenance.
25. Participate in maintenance projects.

- 26. Verify lighting reports are completed and immediate corrective action is completed within 24 hours.
- 27. Maintain pools, pool supplies and pool equipment.
- 28. Deliver notices and newsletters.
- 29. Enhance curb appeal by picking up trash, cigarettes butts, dog excrement and any other objects that would take away from the looks of the property.

QUALIFICATIONS:

- 1. High School education or equivalent.
- 2. Full time maintenance experience or experience in related fields.
- 3. Ability to work with and understand the problems and attitudes of residents in an effort to resolve their concerns.
- 4. Concern for work-safety program.
- 5. Some type of formal training or experience in the following areas:

Carpentry	Light plumbing work
Light electrical work	Painting
Refurbishing	Cleaning
Air Conditioning	Appliance repair

- 6. Willingness to pitch in and work in areas other than strictly repair maintenance, i.e., janitorial, custodial, gardening, painting, etc.
- 7. Willingness to assist the Resident Manager in his/her duties.
- 8. Must have reliable transportation, valid In-State driver's license and insurance.
- 9. If residing on-site, must meet property residency requirements of assigned property.
- 10. If you choose to live off-site and you are on an "on-call" basis, you must live within a 10 minute commute.
- 11. Maintain checking or savings account for automatic deposit of payroll funds.
- 12. Maintain residence telephone service.
- 13. Must be able to lift 50 pounds in the normal course of duties.
- 14. Has own tools.

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EMPLOYEE

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6. JANITOR / PORTER / CLEANING

JOB DESCRIPTION: PROPERTY MANAGEMENT

Title: Janitor / Porter / Cleaning
 Report To: Resident Manager
 Hours: Flexible hours as required, including weekends.

PURPOSE AND SCOPE:

To be responsible for maintaining interior and exterior common areas in a clean and attractive condition, and to aid in preparing apartments to a market ready condition.

CONTRIBUTIONS AND RESPONSIBILITIES:

1. Cleaning of Rental Center, Recreation areas, restrooms and common areas, including trash removal, vacuuming, dusting and cleaning of exterior and interiors which may include washing of windows, sweep cob webs, wash and paint entryways.
2. Cleaning of laundry rooms, including trash removal, sweeping, mopping, wiping down of machines and other surfaces, and interior and exterior of windows.
3. Unit cleaning, per prescribed standards on the Unit Made Ready Report as directed.
4. Enhance curb appeal by picking up trash, cigarettes butts, dog excrement and any other objects that would take away from the looks of the property.
5. Maintain executive suites and models.
6. Water plants around clubhouse. Water lawns and flower beds where applicable.
7. Align and clean pool furniture to look attractive to prospects and current residents.
8. Vacuum pools, test chemicals, scrub tile, backwasher, clean skimmers.
9. Deliver notices and newsletters.
10. Replace light bulbs and clean globes.
11. Assist maintenance staff.

QUALIFICATIONS:

1. High School education or equivalent.
2. Ability to work with and understand the problems and attitudes of their in an effort to resolve resident concerns.
3. Concern for work-safety program.
4. If residing on-site, must meet property residency requirements of assigned property.
5. Maintain checking or savings account for automatic deposit of payroll funds.
6. Maintain residence telephone service.
7. Must be able to lift 50 pounds in the normal course of duties.
8. Must have reliable transportation, valid In-State driver's license and insurance.

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 EMPLOYEE

 DATE

7. LANDSCAPE FOREMAN

JOB DESCRIPTION: PROPERTY MANAGEMENT

Title: Landscape Foreman
 Reports To: Resident Manager
 Supervises: Landscaping Crew
 Hours: Flexible hours as required, including weekends.

PURPOSE AND SCOPE:

To be responsible, under the designated Resident Manager, for landscape maintenance and renovation projects and the supervision of laborers.

CONTRIBUTIONS AND RESPONSIBILITIES:

1. Participate in aspects of the landscape maintenance program.
2. Supervise landscape personnel in procedures and company policies.
3. Insure equipment is maintained and operated in a safe and professional manner.
4. Keep accurate, up-to-date records of hours logged and maintenance performed on equipment.
5. Supervise aspects of landscape and renovation projects.
6. Make sure equipment shops are kept clean, orderly and supplied with replacement parts.
7. Keep a daily log book to record any information pertaining to this individual property and/or personnel.
8. Should be knowledgeable in the operation of power tools and with the use of construction equipment.
9. Have good public relations and communications skills.
10. Be able to work Saturday to make up day lost to poor weather.
11. Enhance curb appeal by picking up trash, cigarettes butts, dog excrement and any other objects that would take away from the looks of the property.
12. Have knowledge in herbicides and chemicals used in landscaping.

QUALIFICATIONS:

1. High School education or equivalent.
2. Ability to work with and understand the problems and attitudes of residents in an effort to resolve their concerns.
3. Concern for work-safety program.
4. Some type of formal training or experience in gardening and landscaping.
5. Must have reliable transportation, valid In-State driver's license and insurance.
6. If residing on-site, must meet property residency requirements of assigned property.
7. Maintain checking or savings account for automatic deposit of payroll funds.
8. Maintain residence telephone service.
9. Must be able to lift 50 pounds in the normal course of duties.

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 EMPLOYEE

 DATE

8. GROUNDS KEEPER

JOB DESCRIPTION: PROPERTY MANAGEMENT

Title: Grounds Keeper
 Reports To: Landscape Foreman and/or Resident Manager
 Hours: Flexible hours as required, including weekends.

PURPOSE AND SCOPE:

To be responsible for the watering of turfs, shrubs and planted areas to maintain them in a green, healthy and attractive condition; to maintain exterior areas of the complex, including stairwells, sidewalks, dumpster areas and parking lot, in a clean and litter free condition.

CONTRIBUTIONS AND RESPONSIBILITIES:

1. Patrol of grounds each morning for removal of litter.
2. Cleaning of entryways and stairwells, using backpack blower to remove leaves, debris and cobwebs from corners and recesses of each building.
3. Sweeping and/or blowing off of sidewalks and parking areas, including the dumpster areas.
4. Perform adequate watering, as required on a daily basis during summer months.
5. If above duties have been completed, additional responsibilities may include:
 - a. Exterior painting
 - b. Exterior repair
 - c. Pool and spa maintenance
 - d. Interior apartment cleaning
 - e. Interior apartment painting
6. Enhance curb appeal by picking up trash, cigarettes butts, dog excrement and any other objects that would take away from the looks of the property.
7. Assist maintenance staff.

QUALIFICATIONS:

1. High School education or equivalent.
2. Ability to work with and understand the problems and attitudes of residents in an effort to resolve their concerns.
3. Concern for work-safety program.
4. Maintain checking or savings account for automatic deposit of payroll funds.
5. If residing on-site, must meet property residency requirements of assigned property.
6. Must be able to lift 50 pounds in the normal course of duties.
7. Must have reliable transportation, valid In-State driver's license and insurance.

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 EMPLOYEE

 DATE

9. PAINTER

JOB DESCRIPTION: PROPERTY MANAGEMENT

Title: Painter
 Reports To: Resident Manager
 Hours: Flexible hours as required, including weekends.

PURPOSE AND SCOPE:

To perform duties assigned by management according to Bianco Properties policy and procedures

CONTRIBUTIONS AND RESPONSIBILITIES:

1. Paint vacant and occupied apartments as assigned.
2. Make-ready maintenance.
3. Wallpaper replacement or removal as assigned.
4. Perform cleaning persons duties as assigned.
5. Exterior painting and light carpentry as assigned and other duties as directed.
6. Enhance curb appeal by picking up trash, cigarettes butts, dog excrement and any other objects that would take away from the looks of the property.
7. Assist maintenance staff.

QUALIFICATIONS:

1. High School education or equivalent.
2. Concern for work-safety program.
3. Maintain checking or savings account for automatic deposit of payroll funds.
4. If residing on-site, must meet property residency requirements of assigned property.
5. Must be able to lift 50 pounds in the normal course of duties.
6. Must have reliable transportation, valid In-State driver's license and insurance.
7. Ability to work with and understand the problems and attitudes of residents in an effort to resolve their concerns.

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 EMPLOYEE

 DATE

10. CLUBHOUSE ATTENDANT**JOB DESCRIPTION: PROPERTY MANAGEMENT**

Title: Clubhouse Attendant
Reports To: Resident Manager
Hours: Flexible hours as required, including weekends.

PURPOSE AND SCOPE:

To perform duties assigned by management according to Bianco Properties policy and procedures.

CONTRIBUTIONS AND RESPONSIBILITIES:

1. Monitor and enforce clubhouse rules and regulations.
2. Cleaning of Rental Center, Recreation areas, restrooms and common areas, including trash removal, vacuuming, dusting and cleaning of exterior and interiors which may include washing of windows, sweep cob webs, and wash entryways.
3. Water plants around clubhouse.
4. Align and clean pool furniture to look attractive to prospects and current residents.
5. Vacuum pools, test chemicals, scrub tile, backwasher, clean skimmers.
6. Replace light bulbs and clean globes.
7. Deliver notices and newsletters.
8. Perform Clubhouse Activity Report daily.
9. Secure clubhouse, pool and office.
10. Perform Lighting Inspection.
11. Enhance curb appeal by picking up trash, cigarettes butts, and any other objects that would take away from the looks of the property.

QUALIFICATIONS:

1. High School education or equivalent.
2. Ability to work with and understand the problems and attitudes of residents in an effort to resolve their concerns.
3. Concern for work-safety program.
4. Maintain checking or savings account for automatic deposit of payroll funds.
5. If residing on-site, must meet property residency requirements of assigned property.
6. Must be able to lift 50 pounds in the normal course of duties.
7. Must have reliable transportation, valid In-State driver's license and insurance.

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