



JOB DESCRIPTION

POSITION TITLE: ASSISTANT GENERAL MANAGER

WORKER'S COMP. CLASS: 8810

EXEMPTION STATUS: ☒ Exempt (from overtime) ☐ Non-Exempt (from overtime)

FULL-TIME/PART TIME: ☒ Full-time ☐ Part - Time

☒ On-call

Summary:

An Assistant General Manager performs administrative and managerial work that involves coordinating and supervising the entire operations of an apartment community. May act as the General Manager in their absence. This position has on-call responsibilities.

Essential Duties and Responsibilities (other duties may be assigned):

Personnel

- Assists with the hiring, training, development, rewards, and termination of Residence Life staff and Desk Operations staff
- Assists with all CCC on-site staff, including CA, RD, Maintenance, Housekeeping, Accounting, Marketing, and Food Service staffs
- Conducts weekly meetings, walkthroughs, and inspections
- Maintains daily contact with staff
- Develops, implements, and oversees Community Assistant program
- Performs after hours duties as needed (i.e., attend student functions, PR events, etc.)
- Assists with the supervision of all business functions related to operations

Life Safety of Employees and Residents

- May live on-site and will be responsible for after hours on-call response depending on the property or the needs of the organization
- Appropriately confronts and determines how to best address discipline procedures for employees and students
- Develops, implements, and oversees Risk Management/Loss Prevention Programs

Student and Community Development

- Oversees the development of community
- Oversees the programming efforts and educational programming model
- Oversees individual student development
- Responsible for student conduct and disciplinary action

Profit Centers

- Assists with the appropriate occupancy rates, evictions, revenue and expenses are maintained
- Assists with the timely collection of rents
- Assists with all profit centers meeting projections, including food, retail, residency, and parking

- Assists with all contractual duties and obligations are met

Expenses

- Assists with all facilities management for property, including land, building, and equipment
- Assists with ensuring all contractual duties and obligations are met
- Assists with and coordinate information necessary to prepare financial statements, reports and leasing audits
- May be directly responsible and accountable for the bookkeeping of the property

CCC Obligations

- Assists with ongoing communication with university and community officials
- Assists with corporate projects
- May serve as Public Relations representative to interested parties

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience/Abilities:

Bachelor degree in business preferred; or 2 years experience in the student/multi-family housing industry; or equivalent combination of education and experience. Proficient leadership skills and ability to work independently required. Skills in residence life, facility management, budgeting, supervision, business administration, public relations, or a combination of business and student development skills.

Communication Skills:

Proficient communication skills required. Ability to read, analyze, and interpret business/financial reports, and legal documents. Ability to address common inquiries or complaints from residents, prospective tenants, parents, university or community officials, or members of management. Ability to write business correspondence and proposals that conform to prescribed style and format of the Company.

Math Ability:

Proficiency in business math required. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions and percentages. Ability to apply concepts of basic math and algebra.

Reasoning Ability:

Ability to define and solve problems, collect and analyze data, establish facts, and draw valid conclusions. Ability to deal with several abstract and concrete variables.

Computer Skills:

Proficient computer skills required including knowledge of Email, Internet, Word Processing software; Spreadsheet software; database software, and Property management software.

Work Environment:

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be

made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Physical Demands:

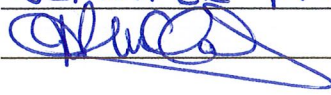
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus. The employee may infrequently drive a vehicle (in or out of province) or be subject to air travel for purposes of Company business.

EMPLOYEE NAME PRINTED:

JENNIFER McComb

EMPLOYEE SIGNATURE:



DATE:

JANUARY 15 2023