



ASSISTANT GENERAL MANAGER

JOB ID - 8556

JOB LOCATION - US-MA-Boston

LOCATION NAME – The Beverly

Related's luxury building (Workforce Housing & LIHTC), The Beverly, in Boston, MA, is seeking an Assistant General Manager to join their team.

Building Information:

<http://thebeverlyboston.com/>

Responsibilities:

- Assist with oversight of day-to-day building operations
- Establish best practices and systems for office operations, policy and procedures
- Engage third-party vendors and suppliers for appropriate services
- Assist with all aspects of move-ins for new residents, including future follow-up to ensure positive acclimation to the building
- Ensure efficient and courteous response to all resident requests, inquiries and concerns
- Assist in the development and implementation of resident relation activities and events
- Prepare and process appropriate written communications, i.e., memos, letters, insurance incident reports, etc.
- Maintain accurate files for all site administration, including: lease files, operational procedure files, work-order files, etc.
- Collect and post all resident rent payments and manage accounts receivables
- Coordinate the filing of legal proceedings in accordance with local ordinances
- Additional projects as assigned
- Maintain the affordable housing waitlist and process new move in files
- Show property to prospective new residents
- Ensure on-time completion of annual re-certifications
- Conduct annual/interim unit inspections to ensure compliance with Tax Credit and Section 8 standards
- Meet with residents to resolve issues and complaints
- Receive, log and properly code all invoices for Community Manager's approval

Benefits:

- Comprehensive Medical, Dental, Vision, Life, Disability & Flexible Spending Accounts
- Paid Time Off & holidays
- 401(K)

- Tuition reimbursement
- Robust modern fertility program
- Incentive bonus program
- Commuter benefits
- Employee Assistance Program & more!

Qualifications:

- 3-5 years of knowledge of property management compliance practice and procedures related to Class A and Affordable property preferred
- Experience in an affordable housing processing or demonstrate transferable skills
- Demonstrate ability to learn and apply recertification policies, procedures and principles
- Experience in budget preparation and financial reporting, with a strong understanding of building operational systems, leasing and marketing, documentation and administration
- Minimum of 1-3 years' experience managing a team of people
- Ability to manage a property as demonstrated by work experience including financial performance, customer service, communications, marketing, negotiation, crisis management, and staffing.
- Ability to analyze data/reports to develop solutions to sustain high standards of customer service, optimal revenue generation and effective expense management as demonstrated by business results in previous position.
- Ability to successfully resolve resident issues as demonstrated by work experience.
- Ability to negotiate and manage contracts with 3rd party service providers as demonstrated by previous work experience.
- Ability to supervise and develop employees and provide feedback and coaching to subordinates resulting in improved performance as demonstrated by experience in previous position.

Related Management Company (RMC) is the owner and operator of a premier portfolio of assets valued at over \$60 billion. Our operating portfolio consists of a diversified mix of properties including luxury rental buildings, retail and commercial space, luxury condominium residences, affordable, and workforce housing located throughout the United States.

As the owner and developer for the majority of the RMC portfolio, we have ensured that our buildings are the best assets in their respective submarkets. We provide a diligently maintained property management platform with dedicated professionals who consistently exceeds our residents' and commercial tenants' expectations. Our dedication to providing the highest and most personalized level of service is one of the hallmarks of the company and a key differentiator in the market. For more please visit www.Related.com .

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