



Job Description

Position Title:	Property Manager
------------------------	-------------------------

Summary of Position:

GAIA Real Estate is a New York-based real estate investment company that has owned over \$3.0 billion in assets. Founded in 2009 and vertically integrated, the company is backed by leading institutional and private capital. The company invests in residential real estate nationwide, with a current focus on opportunistic projects in the New York metro area. GAIA is currently seeking a seasoned Property Manager for residential rental buildings in NYC. This is a high-energy position requiring a multi-talented and accomplished individual.

Duties & Responsibilities:

Manage financial aspects of operations for the assigned property (or properties) that contribute to the company's business goals, including but not limited to the following tasks:

- Prepare property budgets, monthly operation/budget variance reports, and capital expenditure status reports
- Review, manage and facilitate Accounts Receivable/Accounts Payable
- Oversee the Assistant Manager in their efforts to collect rent with attorney and collection agencies.
- Oversee the audits of security deposits.
- Verify the onsite team is compliant with purchase order processing

Marketing, Leasing and Administrative Tasks:

- Oversee the smooth transition of apartment turnovers.
- Oversee and manage onsite team, including leasing, maintenance, and administration, to maximize their engagement.
- Provide excellent customer service and maintain first-class tenant/resident relations.
- Work with leasing team to ensure the leasing goals are being met.
- Assure all leases are properly prepared and executed via the Online Leasing Platform.
- Ensure that there is always adequate coverage for the leasing office. This coverage may include 7 days a week, extended hours of operation or working on weekends, whichever method is appropriate.
- Oversee the lease renewal process.
- Control vacancy losses through proactive suggestions and in-depth knowledge with local markets.

Manage the daily operation of the assigned residential property:

- Inspect all properties on a regular basis to assess property condition, compliance, and overall administration
- Oversee all repair and maintenance projects and maintain a sound relationship with vendors and contractors
- Understand and comply with all NYC DOB/DEP/FDNY applicable laws and codes, proactively ensuring buildings remain unencumbered of violations.

- Supervise appropriate building security measures, incident documentations and proper notifications of management, owners and/or insurance carriers where necessary.
- Maintain Fair Housing Binder for reasonable accommodations and coordinate the documentation of such requests ensuring resident forms are completed, third party verifications are obtained, possibilities are researched, and resident is notified timely of decisions made.
- Initiate introduction with new residents within 72 hours after move-in to assure quality control and confirm satisfaction with service that was provided.
- Oversee Assistant Manager's responsibility to handle all resident complaints expeditiously, diplomatically, and professionally
- Confirm that residents are fully and properly notified of all issues that affect their residency.
- Enforce the House Rules and Regulations of the site in place and documents significant violations of either.
- Oversees Assistant Manager and Resident Manager in ensuring proper service to residents by thoroughly reviewing service request logs and following up on completed requests.
- Other duties as assigned

Qualifications:

- Minimum 5 years of residential rental property management experience, luxury in the NYC market preferred.
- Demonstrated ability to identify problems, collect data, establish facts, draw valid conclusions, and initiate appropriate course of action
- Ability to sustain high standards of customer service, optimal revenue generation and effective expense management as demonstrated by business results in previous experience
- Ability to multi-task, have strong attention to detail and be well organized in a fast-paced environment
- Experience in NYC affordable housing processing and 421-A regulations
- Must have excellent oral and written communication skills
- Proficiency in Microsoft Office Suite including word, excel and outlook
- Ability to thrive in a team-oriented, entrepreneurial environment
- Bachelor's degree and Experience with Yardi
- Solid and consistent work history with excellent references