



# A Career in Property Management: Transferable Skills





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## Introduction to a Career in Property Management

When it comes to seeking a career in Property Management, there are many transferable skills that will be beneficial to your success. Both recruiters and hiring managers look at skill sets when making hiring decisions.

In recent years, employers have looked beyond the traditional Property Management background to fill their vacancies, while expanding the diversity of their associate pool. In this packet, we will discuss the various transferable skill sets that are desired for a variety of Property Management positions.

# Property Management Jobs: Sample Job Descriptions

## Concierge

A Concierge is the first point of contact for both residents and visitors. They assist residents with retrieving packages, dry cleaning and other deliveries. In addition, the Concierge is responsible for taking resident complaints and/or service requests, as well as following-up with residents to make sure they are satisfied. This role is also responsible for maintaining the safety of the property by monitoring security cameras and preventing solicitors from entering the building.

### SKILL SET

- Excellent phone etiquette (Speaks clearly and concisely)
- Organized (Maintains package log, elevator scheduling, etc.)
- Proficient Computer Skills (E-mail correspondence, ability to search the Internet, etc.)
- Ability to multitask (Handle and prioritize various projects)

### PERSONALITY TRAITS

- Friendly (Greeting residents and visitors)
- Calm Demeanor (Able to handle difficult situations)
- Good Judgment (Able to respond promptly to resident needs)
- Self-Motivated (Ability to work independently)

### PREVIOUS JOB EXPERIENCE

- Retail
- Receptionist
- Office Administrator
- Hospitality/Tourism

### EDUCATION

- Associate's degree desirable
- High school diploma required

# Property Management Jobs: Sample Job Descriptions

## Leasing Consultant

A Leasing Consultant is the point of contact for all potential customers. When prospects visit, in person, their focus is to greet them and highlight the advantages of living at that property. This includes touring, explaining amenities, reviewing price options and completing lease paperwork. Follow up on customer leads from phone calls and online is also imperative in assisting with marketing efforts. Leasing Consultants will also generate qualified traffic by becoming involved in the local community as well as participating in outreach programs.

### SKILL SET

- Adaptability (Able to understand and meet the needs of clientele with different backgrounds)
- Organization (Manage property rental availability and organize lease files)
- Proficient Computer Skills (Run applications, print leases, etc.)
- Ability to multitask (Handle and prioritize various projects)

### PERSONALITY TRAITS

- Friendly (Welcomes prospects and new residents)
- Energetic (Ability to remain active within the sales process)
- Engaging (Ability to draw attention and interest to the Property/Product)
- Self-Motivated (Ability to be resourceful and creative to drive traffic during slow periods)

### PREVIOUS JOB EXPERIENCE

- Restaurant Wait Staff/Servers
- Retail Sales
- Auto Sales

### EDUCATION

- Associate's or Bachelor's degree desirable
- High school diploma required

# Property Management Jobs: Sample Job Descriptions

## Maintenance Technician

A Maintenance Technician is responsible for keeping the appearance of the property in excellent condition, both inside and out. There are no typical days, as change is a constant. Daily responsibilities could include running work orders (electrical, plumbing, HVAC, etc.), appliance repairs and exterior maintenance. In addition, maintenance technicians often have to respond to after hour emergencies. Therefore, being on-call is part of the job responsibilities.

### SKILL SET

- Ability to use power tools
- Communication (Written follow-up, ability to explain solutions to resident issues, etc.)
- Organization (Keeping track of work orders and keys)
- Ability to multitask (Handle and prioritize everyday work orders and emergencies)

### PERSONALITY TRAITS

- Friendly (Willing to assist residents in need)
- Caring (Empathetic to resident problems)
- Ownership (Takes responsibility and pride in their work)
- Self-Motivated (Able to work/troubleshoot independently)

### PREVIOUS JOB EXPERIENCE

- Contractors (Plumbing, electrical, HVAC, general, painters, etc.)
- Construction workers
- Mechanics

### EDUCATION

- Associate's degree from technical college desirable
- Trade certifications desirable
- High school diploma required

# Property Management Jobs: Sample Job Descriptions

Much like a Maintenance Technician, the Service Manager is also responsible for the physical operations of the building and maintaining curb appeal. The service manager also leads the maintenance team by being a mentor and a leader. He/she will have the responsibility of managing the maintenance budget in coordination with the Property Manager. Additionally, the Service Manager is responsible for maintaining inventory and coordinating with vendors.

## SKILL SET

- Excellent Communication (Ability to conduct follow-up with residents and explain emergency situations to management team)
- Organization (Manage work orders and team effectively)
- Proficient Computer Skills (Manage budget, e-mail correspondence, etc.)
- Mastery of appliances, electrical, HVAC and plumbing
- Universal CFC Certification

## PERSONALITY TRAITS

- Friendly (Able to engage in conversations with residents)
- Pro-Active (Ability to determine potential building issues and complete work as necessary)
- Trouble Shooter (Ability to analyze and resolve complex problems)

## PREVIOUS JOB EXPERIENCE

- Building Engineer
- Contractor
- Foreman

## EDUCATION

- Associate's or Bachelor's degree desirable
- Trade certifications desirable
- High school diploma required

# Property Management Jobs: Sample Job Descriptions

## Bookkeeper

A Bookkeeper is responsible for posting and collecting rent payments. This includes sending out balance letters, meeting with residents regarding payment, as well as determining who needs to be sent to collections. The Bookkeeper often is also responsible for the timely payment of invoices.

### SKILL SET

- Detail Oriented
- Analytical (Able to review and decipher information; must be able to understand what to look for and how it impacts the property)
- Time Management (Allows time to focus on problems and their solutions along with day-to-day activities)
- Proficient Computer Skills (Run applications, property management reports, banking systems, etc.)
- Ability to multitask (Handle and prioritize various projects)

### PERSONALITY TRAITS

- Independent
- Assertive (Ability to deal with rent collection and vendor invoicing)
- Well Spoken (Ability to communicate effectively with residents/vendors)
- Confident (Ability to handle confrontation, knock on doors, etc.)

### PREVIOUS JOB EXPERIENCE

- Accountant
- Sales Manager
- Bank Teller

### EDUCATION

- Associate's or Bachelor's degree desirable
- High school diploma required

# Property Management Jobs: Sample Job Descriptions

## Assistant Property Manager

The Assistant Property Manager, under the guidance of the Property Manager, is responsible for all aspects of property operations. This role includes assisting in financial operations, monitoring leasing performance, and managing the renewal process. The Assistant Property Manager often takes on or shares the role of bookkeeper as well. Another important aspect of this position is customer service, as Assistant Property Managers often meet with residents to discuss and resolve challenges as well take suggestions for improving the community.

### SKILL SET

- Excellent Written Communication (Creates resident notices, memos, etc.)
- Organization (Paying invoices, scheduling move-ins/outs, etc.)
- Financial Understanding (Ability to manage pricing, rent increases, etc.)
- Proficient Computer Skills (Run applications, print leases, use property management software, etc.)
- Ability to multitask (Handle and prioritize various projects)

### PERSONALITY TRAITS

- Attentive (Being helpful to both team members and residents)
- Self-Motivated (Able to trouble shoot and come up with ideas that assist residents and team members)

### PREVIOUS JOB EXPERIENCE

- Restaurant Management
- Retail/Auto Sales
- Hospitality/Tourism

### EDUCATION

- Associate's or Bachelor's degree desirable
- High school diploma required

# Property Management Jobs: Sample Job Descriptions

## Property Manager

Under the direction of the Regional Manager, the Property Manager is responsible for day-to-day operations and maximizing the performance of the property. This role provides exceptional customer service to both residents and prospects in order to increase renewals, revenue and overall satisfaction. The Property Manager supervises on-site staff and is responsible for leading, developing and engaging them, in order to be successful while minimizing employee turnover. This individual will be strategic in their efforts to increase revenue and provide a Return on Investment (ROI) for the company.

### SKILL SET

- Communication (Good written and verbal skills in order to effectively correspond with residents, employees and vendors)
- Organization (Maintaining resident records, employee files, etc.)
- Proficient Computer Skills (Microsoft Word & Excel, comfortable learning property management software)
- Training/Development (Ability to lead by example, motivate a team and mentor employees)
- Financial Understanding (Able to maintain and analyze budgets, P & L, Accounts Receivable/Accounts Payable)

### PERSONALITY TRAITS

- Forward-Looking (Sets goals and envisions the future)
- Energetic (Ability to remain active and motivate the team)
- Engaging (Cross-training and keeping open communication between departments/associates)

### PREVIOUS JOB EXPERIENCE

- Hotel/Hospitality Management
- Retail Management
- Restaurant Management

### EDUCATION

- Associate's or Bachelor's degree desirable
- High school diploma required



# About NAA Education Institute

The National Apartment Association Education Institute (NAAEI) is the education arm of the National Apartment Association.

The mission of the NAA Education Institute is to provide broad-based education, training and recruitment programs that attract, nurture and retain high-quality professionals and develop tomorrow's apartment industry leaders.



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