

Position: Mobile Home Park Office Assistant
Supervisor's Title: Mobile Home Park Manager
Status: Non-Exempt/Full-time

Job Description

The MHP Office Assistant is dedicated to facilitating a positive experience for the residents, associates, and vendors by assisting the Mobile Home Property Manager in all aspects of managing the day-to-day operations. In the absence of the Mobile Home Property Manager, it is expected that the MHP Office Assistant will take over the management duties.

MHP Office Assistant Responsibilities

- Input daily resident activity into the Yardi system.
- Manage and maintain resident files.
- Process new leasing applications.
- Clearly explain and communicate terms of the leasing agreement, rules and regulations, and any other items pertaining to mobile park residence.
- Post monies due with daily bank deposits as applicable.
- Prepare late, prepaid, NSF, and 5-day notices and subsequent suit lists as directed by MHP Property Manager and communicate with resident accordingly.
- Monitor external utility (i.e., water/sewer) collections and notify residents of delinquency.
- Prepare water and sewer billings on monthly basis.
- Notify residents over 30 days delinquent as directed by MHP Property Manager.
- Prepare reports to be sent to the main office and clearly explain all itemized requests.
- Prepare monthly Rent Increase Worksheets for approval by MHP Property Manager.
- Conduct occasional sales tasks as required.
- Ability to become a Notary Public.
- Knowledgeable with Prince William and/or Fairfax County Rules and Regulations
- Must be able to assist Maintenance with inspections.
- Sensitivity to confidential matters is required.
- In the event the office personnel are aware of a mobile home for sale in the community, they must provide the VP of Residential Property Management with the information. Or if any of the staff owns a mobile home and would like to sell it, they must offer the Owner the opportunity to purchase before advertising to the public. Any other actions will be deemed a conflict of interest.

Qualifications

- High school diploma is required.
- College degree is preferred.
- Two years of property management experience is preferred.
- Knowledge of resident rental lifecycle activities is required.
- Knowledge of Microsoft Office (Teams, Outlook, Excel, Word, Publisher).
- Prior experience in Yardi Voyager or another equivalent system is preferred.

Skills And Requirements

- Excellent customer service and interpersonal skills with the ability to relate to others.
- Must be well versed and have working knowledge of local fair housing and collection laws.
- Excellent interpersonal skills to communicate with all levels of management effectively and sensitively.
- Ability to work independently and prioritize effectively in a fast-paced environment with a strong sense of urgency.
- Ability to relay technical concerns with adequate detail, quickly and accurately.
- Capability to read, write, comprehend, and converse in English.
- Ability to use general office equipment, such as telephone, fax machine, printer, copier, and key track system.
- Strong organizational and time-management skills.
- Ability to cope with and defuse situations involving angry or difficult people.

- Must maintain a valid driver's license, clean driving record and current auto insurance is required.
- Must comply with all safety requirements.
- Sensitivity to confidential matters is required.
- Required to complete and successfully pass the AJ Dwoskin Fair Housing, Diversity, and Inclusion Training within the first 30 days of employment.

Physical Requirements

AJ Dwoskin will make reasonable accommodations to enable individuals with disabilities to perform the essential functions. The physical requirements include, but are not limited to:

- Ability to lift, push and pull up to 25 pounds.
- Ability to walk around the property several times daily, up to 10 miles a day.
- Ability to walk on uneven surfaces.
- Ability to climb several flights of stairs several times daily.
- Hearing and visual ability to observe and detect signs of emergency are required.
- Must be able to sit, stand, reach, bend, and stoop for extended periods of time.
- Ability to use standard maintenance equipment.
- Talking and expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make discriminations in sounds.
- Visual requirements including color, depth perception, and field vision.
- Ability to tolerate stressful situations.
- Ability to work under minimal to moderate supervision.

Scheduling

- Required to maintain a regular schedule which may require working overtime, weekends, and non-traditional holidays.
- May be required to aid during staffing deficiencies on-site.

The job duties for this position may not be limited to only those outlined in this job description. Management reserves the right to make modifications and changes to these duties at any time in order to meet the needs of the business.

Diversity

Diversity creates a healthier atmosphere. AJ Dwoskin is an Equal Employment Opportunity/Affirmative Action employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information, or any other characteristic protected by law.