



Position: Assistant Property Manager, The Pearl
Reports to: Property Manager, The Pearl
Location: Silver Spring, MD
FLSA: Full-time, non-exempt

Objective:

The Tower Companies seeks a dynamic, emerging leader to serve as the Assistant Property Manager at The Pearl, our luxury high-rise located near downtown Silver Spring, Maryland. . Located deep in the heart of Downtown Silver Spring, at the edge of Rock Creek Park and a short walk to Metro, you'll find it– rare, beautiful, and filled with light. We engage our residents to really know and enjoy each other by providing opportunities for them do so. On any given day, you will find us at together at a happy hour, morning breakfast gathering, at a craft event for kids, or a live concert or music night on Sonny's Green. Living at The Pearl provides our residents with innovative ways to revitalize their minds and bodies by offering a peaceful retreat from the hustle and bustle of everyday life. A place to find balance, be happy and Live Wisely!

You will love working with our success-focused team and engaging the residents of our modern, luxury apartments! We offer all of the energy of a vibrant urban community while maintaining the calm serenity of an inviting neighborhood. We offer a luxurious experience, while maintaining our Gold LEED certification; sustainability is a hallmark of a new Tower asset! Prepare to be impressed upon your visit to our luxury community!

Key responsibilities:

The Assistant Property Manager will assist the Property Manager with all responsibilities for the The Pearl, including but not limited to the following:

- Effectively assist in managing all general day-to-day community processes
- Contribute to achievement of team goals, leasing benchmarks, and resident retention
- Contribute to resident satisfaction and the achievement of property goals
- Resolving resident issues and concerns professionally and promptly
- Walking vacant units and inspect for move in readiness
- Executing Move-Out Inspections
- Managing resident ledgers, inputting charges as incurred as requested
- Assist Property Manager with the property's revenue management pricing

- Assist Property Manager with training and onboarding of new staff members
- Assist Property Manager with work order numbers for scheduled jobs
- Coordinate and manage guest suite rental programs
- Assist Marketing Manager in execution and assignment of events & marketing
- Manage and process in-house transfer to assist with our retention rates

Position Requirements & Qualifications:

- Bachelor's degree highly preferred
- 2 to 3 years' experience in multifamily residential Property Management
- Experience in luxury or market-rate segment is preferred.
- Experience in resident (current or existing) issue resolution; excellent problem solving skills and resourcefulness.
- Knowledge of Yardi Software and Revenue Management
- Demonstrated Microsoft Office skills, strong Excel
- Extremely strong administrative skills; naturally organized and process driven.
- Strong detail orientation; ability to plan and meet deadlines.
- Ability to track open items and follow through completion.
- Outstanding written and verbal English language skills. Concise, professional, but approachable writing style.
- A proven ability to diffuse difficult and sometimes emotional situations in a professional manner.
- Excellent customer service and communication skills
- Professional discretion is required.
- Ability to respond to emergencies on site as needed, within a reasonably short response time.
- *Candidates under consideration for hire must submit to, and pass a background check and drug screening according to Tower's hiring standards.*
- *This role requires proof of vaccination against COVID-19, subject to accommodation for religious or medical reasons considered on a case-by-case basis.*

Preferred Qualifications

- Bachelor's degree
- High rise experience
- Previous experience in an Assistant Manager or similar capacity

Candidate must be fully vaccinated against COVID-19 (including Booster vaccine) and willing to work in-office. Candidate must submit to pre-employment screening including background check and drug test.

The Tower Companies and its affiliates are equal opportunity employers and offer a collaborative and exciting work environment, competitive salary and excellent benefits, which include medical, dental and vision coverage, as well as a 401(k) plan.

If you're interested in this position and working for The Tower Companies, please apply via our candidate portal found on our careers page at www.towercompanies.com/careers.

About the Tower Companies

For three generations, the family-owned Tower Companies has maintained a commitment to responsible development and envisions a world where buildings inspire and enrich the lives of their occupants, and create positive social change. The green building leader owns, develops, and manages over 5 million square feet in the Washington, D.C. metropolitan area consisting of office buildings, office parks, lifestyle centers, regional malls, eco-progressive live-work-play communities and hotels with over 8,000,000 SF in the development pipeline. The Tower Companies built Blair Towns, the first LEED certified residential community in country. The Tower Companies is recognized as an international authority in the industry, and has been recognized for its commitment to sustainability and energy independence by numerous national organizations and federal agencies, including US Green Building Council, US Department of Energy and the US Environmental Protection Agency.