



Position: Property Manager, The Pearl
Location: Silver Spring, MD
Reports to: Vice President, Residential
Direct Reports: APM & Maintenance Technicians
Pay Range: \$80K/yr - \$100K/yr

Objective:

The Tower Companies seeks a dynamic, driven individual to serve as the Property Manager of The Pearl, a premier Class A luxury apartment community in downtown Silver Spring, Maryland. At the edge of Rock Creek Park, the Pearl is a short walk to the Metro's Red Line. The building is beautifully designed by Baltimore-based architects, Design Collective, and is filled with light and natural materials. Living at The Pearl provides 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! The Pearl offers a luxurious experience, while maintaining Gold LEED certification. Sustainability is a hallmark of this Tower asset. The Pearl is a part of the larger Blairs District, which consists of 4 high-rise buildings, 80 townhouse units, retail and an office building on a 27-acre campus.

The Property Manager directs and/or coordinates building operations, excellent service, and resident events. The Property Manager provides an outstanding, hands-on customer service experience for all residents, as well as, leadership through developing, interpreting and updating building policies and procedures, which impact the performance of The Pearl. The Property Manager also cultivates and sustains strong relationships with other Property Managers throughout the Blairs District, as well as with the Leasing team, the Accounting team, Service teams, and vendors/contractors.

Key responsibilities:

As the team leader, the Property Manager's responsibilities include overseeing the daily operations of the property, and include but are not limited to the following:

- Achievement of budgeted Net Operating Income and strong resident retention and satisfaction
- Serve as the point of contact for resident matters and concerns; resolve issues swiftly, consistent with policies and best practices. Own issues as they arise and ensure follow up for all matters of concern.
- Complete market surveys, analyze market competitors and evaluate weekly and monthly building "specials."
- Provide positive coaching and mentoring; champion team members by supporting their development and learning. Train and onboard new staff members

- Cultivate and maintain strong, loyal relationships with all constituents—building owners, residents, team and vendors
- Walk vacant apartments and inspect for move-in readiness
- Walk the property's common spaces and exteriors regularly – address issues as they arise; propose new ideas to VP, Residential, other property managers, and owners
- Execute Move-Out Inspections
- Perform 60-day notice inspections
- Handle and complete resident transfers and lease addendums as needed.
- Coordinate and manage guest suite rental programs
- Collaborate in execution/assignment of events & marketing
- Lead by example; demonstrate consistency, accountability, professionalism, innovation, and good humor and unparalleled customer service in all circumstances.

Position Requirements & Qualifications:

- 5+ years of experience as a leader in the luxury property management industry
- Knowledge and proficiency in Yardi Software and Revenue Management
- An entrepreneurial spirit, willingness to roll up your sleeves and do what needs to be done
- An ability to set your own priorities and those of your team, each day; create your own structure.
- Successful track record managing teams and vendors/contractors; discernment to know when to escalate an issue to management.
- Strong desire to learn and stay current in techniques and industry trends
- Team oriented; thoughtful, respectful and considerate of others. Never putting self ahead of the team.
- Extremely strong administrative skills and naturally organized and process driven.
- Strong detail orientation; ability to plan and meet deadlines.
- Ability to track open items and follow through to completion.
- Outstanding written and verbal English language skills. Concise, professional, but approachable writing style.
- A proven desire and ability to uphold policies, processes and procedures consistently.
- A proven ability to professionally diffuse difficult and sometimes emotional situations.
- A customer engagement mentality; naturally service minded and striving to exceed resident expectations.
- Professional discretion is required.
- This role may be required to work extended hours, with some weekend commitments to ensure operational excellence.
- ***Candidates under consideration for hire must submit to, and pass a background check and drug screening according to Tower's hiring standards.***

Preferred qualifications include:

- Bilingual in Spanish a plus
- College Degree preferred
- High-rise experience preferred

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 within 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.