

## REGIONAL MANAGER JOB DESCRIPTION

Above all, a Regional Manager owes a fiduciary duty to the property and to the owner of the property. This means that all decisions and actions by the Regional Manager will be made with the property's and the owner's best interest in mind. Each property is an independent business entity. It is illegal and against policy and procedure to commingle funds or materials of any one property with another. Each property will maintain its own accounting. The Regional Manager will act in a manner that provides the property and the owner total trust, good faith, and honesty. No decision or action will be taken on the property that would or could be perceived as self-dealing or create a conflict of interest. The Regional Manager is held to a higher standard of conduct and trust than any other individual. And by accepting this position and signing this job description you are accepting this duty.

The Regional Manager's general duties will include oversight and training of the Rental Manager whose duties include, but are not limited to: prompt collection of monthly rents and any paperwork or legal proceedings relevant to eviction; processing of applications for acceptance or rejection; maintaining resident files, which may include but is not limited to annual certifications, interim recertifications, move-ins and move-outs; keeping the binder book system of organization current; resident relations, which may include but is not limited to incentive programs, on-site activities, and programs offered by outside entities; knowledge of and adherence to the agency approved budget established for your specific property; familiarity with the rules and regulations of the property, the Management Company and any government agency working with your property; and overseeing proper maintenance of buildings and grounds, as well as following all other policies and procedures mandated by the property, and/or Management Company and/or this job description.

The Regional Manager will abide by all Fair Housing Laws and any other local, state or federal law.

Continuing education is a priority and attendance at training meetings presented by the Management Company or relevant governmental agencies is, in most cases, mandatory. The Management Company Meeting requires the Regional Manager's participation in developing, presenting, and setting up for such training and meetings. A Regional Managers meeting is held monthly and attendance is mandatory. The Regional Managers may also develop and present meetings within their region for their on-site staff.

The following further describes a Regional Manager's duties and responsibilities.

1. **APPEARANCE:** In order to present a professional appearance to the public, the Regional Manager will be dressed and groomed neatly while working. Acceptable attire must be worn. Jeans are not allowed unless a specific assignment or project makes such dress necessary. Shorts are never to be worn. Appearance, language and behavior are a direct reflection on you, the property, and the Management Company. Each Regional Manager should have business cards available that clearly distinguish them as Management Company personnel.

2. **WORK HOURS:** Work hours are Monday through Friday 8:00am to 5:00pm. If you must be out during assigned work hours, notify your Supervisor at the Central Office. Your Supervisor is to have all contact information, i.e.: cell phone number, home phone number, office number, etc. It may be necessary for the Regional Manager to be called to the property after work hours. This may happen if

there is an unusual maintenance emergency, fire, natural disaster, police request, etc. Regional Managers are expected to be present on the property for such events. Regional Managers are considered the leader of their region; their presence at such events is necessary. Regional Managers are to work with their Rental Managers and/or Maintenance Personnel to coordinate with emergency workers, government officials, insurance representatives, residents, their family members, etc. in an effort to secure services, coordinate clean up efforts, provide information, etc. Regional Managers are to inform their Supervisor immediately of any emergency event. Regional Managers are to act promptly to all emergencies. Regional Managers will work with their Rental Managers and/or Maintenance Personnel to organize and schedule clean up and repair of emergencies. Some emergencies will require the input of the Central Office Insurance Coordinator. All property damage and liability emergencies are to be reported to the Central Office Insurance Coordinator immediately. In an emergency in which there is a fire, severe storm damage, severe natural disaster or bodily injury, 911 should be contacted first and immediately by the Regional Manager, Rental Manager or Maintenance Personnel whomever is first aware of the emergency event.

Voice mail and email are an important marketing tool, as well as a means of communication between management, site personnel, applicants and residents, government officials, agency officials, vendors, contractors and the general public. They should be closely monitored to ensure they are working properly at all times and that all messages, requests and emails are responded to promptly. The outgoing message should be changed on a regular basis to reflect the current situation. Regional Managers will answer the telephone in a positive and helpful manner and by stating their name. All persons entering their office or whom you are in contact with will be greeted in the same positive and helpful manner.

Regional Managers are to be available for after-hour appointments when reasonably requested by applicants, residents, contractors, or vendors. Regional Managers will physically visit each property no less than once per month. Regional Managers are to be available by phone to Rental Managers daily during office hours and periodically for emergency events.

Do not be away from your workday during normal office hours for any reason, business or otherwise, without the knowledge and prior approval of your Supervisor. Any Regional Manager missing three days of work without contact with their Supervisor will be considered to have given notice and their employment will be terminated. When a Regional Manager wants to terminate their employment they must give a two-week written notice to their Supervisor. Sick and/or vacation time cannot be used for notice. It is against company policy to accumulate "comp time" and discovery of this practice will result in employment termination.

If a Regional Manager is ill and unable to work, the Regional Manager must notify their Supervisor no later than the normal starting time for that day. If a Regional Manager is ill or injured, they should not report for work. A Regional Manager who fails to notify their Supervisor of their intended absence promptly is subject to dismissal. A doctor's return to work note is necessary for the following reasons: if a Regional Manager misses three consecutive days of work due to illness, or if a Regional Manager is injured. Abuse of the leave policy, chronic absenteeism or consistent tardiness is also considered grounds for dismissal.

**Observed Holidays:** New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, Friday after Thanksgiving and Christmas Day.

3. **PROFESSIONAL CONDUCT:** Regional Managers should maintain professionalism at all times. This includes, but is not limited to, attire, hygiene, punctuality, dependability, and confidentiality of personal information. Confidentiality includes, but is not limited to, non-disclosure of personal, resident, or employee information of any nature to any other party. Discussing personal/private information or gossiping will not be tolerated and is grounds for dismissal. The on-site regional office, rental office and maintenance shop are a place for business, loitering or congregation for non-business purposes is prohibited. There is absolutely no smoking in an on-site regional office, rental office, and maintenance shop or in any vacant or occupied apartment. Smoking while walking the property is prohibited.

Regional Managers will not steal, lie or commit fraudulent acts during their employment. They will not borrow money from applicants, residents, employees, or co-workers or solicit any such transaction. They will not lend money to applicants, residents, employees, or co-workers or solicit any such transaction. They will not accept cash at any time for any reason. They will not accept money or any other commodity in exchange for an apartment, better position on the waiting list, to have a work order completed, to have a work order be given priority over other work orders, or any other action that would better an applicant's, resident's, employee's, or co-worker's situation over another. Petty cash is not to be used for personal use. Regional Managers will not profit from the sale or replacement of property appliances or materials. Regional Managers will not receive any special gifts, compensation, or goods, etc. from a vendor or contractor. If a Regional Manager becomes aware of any described activity and/or any fraudulent activity they will report this to their Supervisor immediately.

The Regional Manager's actions will be such that they protect the best interest of the property and the owner. The Regional Manager will conduct themselves with the upmost honesty and candor when working with their staff, Supervisors or any other Central Office staff. All documents, policy, procedures, and forms are the sole property of the property itself or the Management Company and are not to be shared with anyone. Discussion of the property or the Management Company, or their employees, residents, guest, applicants, etc. to non-property or non-management personnel is prohibited unless is it required by regulation.

Regional Managers will not participate in social media in that they will not post any comments, pictures, or status related to the properties they manage, any other properties, or the Management Company. They will not comment on any remarks or pictures posted by residents or any other person as it relates to the properties they manage, to any other properties, or to the Management Company. All inquiries, questions or comments by any media will be directed to the Regional Manager. Personal calls whether on the office phone or on a personal phone shall be kept to a minimum and will not interfere with job duties.

Regional Managers will maintain a professional relationship with all people they come into contact with during the course of their employment. Dating of applicants, residents, employees, or co-workers is prohibited. Dating of a contractor or vendor could be perceived as a conflict of interest and is prohibited. Professional behavior is expected at all times. This includes business like conversation and avoidance of cursing or loud and/or harsh tone or language.

Regional Managers will adhere to the lease and house rules as well as all other policy and procedures established for the property, the Management Company and/or regulatory agency. Regional Managers will conduct themselves in a manner that does not conflict with the lease and house rules or with any other policy or procedure established for the property, Management Company and/or regulatory agency.

All complaints are to be handled in a prompt and professional manner. All unresolved site level complaints will be directed to the Regional Manager who will address the complaint in a timely manner. Any applicant or resident wanting the telephone or fax number to the Central Office is to be given the telephone or fax number to the Central Office.

4. **LEASING:** The Regional Manager will provide oversight and training to the Rental Manager for leasing all vacant apartments by following the property's screening criteria and the property's Affirmative Fair Housing Market Plan. Both of these documents are to be posted on the property's office bulletin board. Advertising and marketing will be planned and implemented under the guidance of the Regional Property Manager.

Marketing the property, and any vacancies are to be given priority status in the workday. With that in mind, considerable time and energy should be given to advertising materials and community contacts. These efforts should be systematically documented in the Compliance File, along with all other documents and information mandated by your regulatory agency for that specific file.

5. **RENT COLLECTION:** The Regional Manager will provide oversight and training to the Rental Manager for all aspects of rent collection. Rental Managers are to **MAKE BANK DEPOSITS DAILY!** Rental Managers are to mail a copy of the deposit slip and the journal sheet to central office the same day the rent, security deposit, or other fee is collected and the deposit is mailed. Rental Managers are to take the time and effort to ensure that each copy is legible. Partial payment of rent is not to be accepted. Rental Managers will send late rent notices to residents as appropriate for the property. HUD properties and RD properties have differing guidelines. Rules regarding rent collection and assessment of late fees are outlined in the lease agreement. Rental Managers are to personally contact all residents who have not paid by the fifth day of the month and remind them that their rent is past due. There is also a written notice process outlined in the lease agreement and the late rent notice forms. Cash is never to be accepted. If an applicant or resident brings cash to the office the applicant or resident must be directed to secure a money order, certified check or provide a check. Checks will be accepted until the applicant or resident presents a check with non-sufficient funds. At that time checks will no longer be accepted and the applicant or resident must present a money order or certified check for the next six months. If a second non-sufficient funds check is presented, then only money orders or certified checks will be accepted throughout the remaining term of residency.

6. **PAPERWORK:** The Regional Manager will provide oversight and training to the Rental Manager regarding all paperwork and reports relating to leasing, rent collection, certifications, and/or anything else relative to the day to day site operation of the property. It is the responsibility of the Regional Manager to stay as current as possible on company and agency procedure and to seek instruction or clarification from their Supervisor should they have questions. A resident will never be moved into an apartment before the apartment is made ready following the Unit Preparation Guidelines and all paperwork is complete, including but not limited to signing of the Tenant Certification and Lease. A Rental Manager will not move in a family member onto the property or recertify a family member without full disclosure to the Regional Manager and the Regional Manager auditing the paperwork for that move in and recertification. A Regional Manager will not move a family member onto a property without full disclosure to their Supervisor and the move in and recertification paperwork being audited by their Supervisor. All paperwork is to be processed promptly; this includes processing of invoices for payment. Regional

Managers are to process invoices on a weekly basis. Monthly travel and expense reports with receipts attached must be submitted to their Supervisor no less than once per month.

All paperwork is required to be timely and accurate. This includes responses to any and all regulatory agency or Central Office letters, telephone calls, emails or requests. The Regional Manager will conduct communication with regulatory agencies. The Regional Manager will attend all on-site meetings and/or reviews conducted by regulatory agencies or outside entities. The Regional Manager will provide oversight and training to the Rental Manager in coordinating and collecting any documentation needed. Instructions to assist with these procedures are found in the Company Forms Manual or the Rural Development Handbook or HUD Handbook. All of which are to be located in the Regional office or on-line. The Regional Manager may also request assistance by contacting their Supervisor or Central Office Staff.

7. **SUPERVISION OF MAINTENANCE PERSONNEL:** Regional Managers will provide oversight and training to the Rental Manager for hiring, firing and supervision of all on-site Maintenance Personnel. Rental Managers are to set both a priority work schedule and a preventive maintenance work schedule. Daily staff meetings are to be held by the Rental Manager and Maintenance Personnel to discuss scheduling of work orders, make readies, grounds upkeep, etc. Rental Managers must ensure the proper maintenance of the property, providing supervision and guidance to the Maintenance Personnel and assisting in any way and at any time necessary. Each Maintenance Work Order Request must be processed and the Work Order system maintained by either the Rental Manager, or at the determination of the Regional Manager, a properly trained maintenance person. This is to be done on an on-going basis with all records kept current.

A Regional Manager will not hire a family member for the property in which they will have direct supervision. If a family member is being considered for employment at another property this is to be done with full disclosure and approval by the Regional Manager's Supervisor prior to an offer of employment.

Maintenance is a key and primary function of the Regional Manager. Proper maintenance is necessary for a property to be considered successful.

8. **INJURIES:** All on-site related injuries must be reported to the Central Office Insurance Coordinator and to the Regional Property Manager immediately. This will include any incident/injury involving employees, residents or any visitor to the property. Photos of the area in which the injury occurred are to be taken and sent to the Central Office Insurance Coordinator as quickly as possible.

If this injury is work related it must be reported to the Central Office Workman's Compensation Insurance Coordinator and Regional Manager or if an injury to the Regional Manager to the Regional Manager's Supervisor immediately. When seeking medical treatment for a workplace injury, a drug test kit must be taken to the treating facility and the drug test administered at the treating facility. Drugs and alcohol are not permitted to be used or consumed while working or while on call. Such use or consumption is grounds for dismissal. Failure to follow the drug-testing procedure is grounds for dismissal. Testing positive for drugs or alcohol is grounds for dismissal.

9. **TRANSPORTATION:** It is mandatory that the Regional Manager have at their immediate and continuous disposal a dependable, properly licensed, and insured vehicle. The Regional Manager must

have the physical and mental ability and the legal authority to operate that vehicle. Monthly travel and expense reports with receipts attached must be submitted to their Supervisor no less than once per month.

10. **WORK PLACE POLICIES:** All employees must follow all company policies and work rules. In addition to the Regional Manager Job Description, all employees must read, sign and adhere to the Safety Rules for On-Site Personnel, What is Sexual Harassment?, the Fair Housing Policy, the Unit Preparation Guidelines, and complete any additional employee paperwork. Regional Managers will monitor, review and investigate any concerns and/or complaints regarding on-site staff. They will implement any disciplinary action necessary to address and/or correct the event exposed in a concern and/or complaint. Regional Managers will remain in contact with Central Office staff to monitor and review work performed by on-site staff. Regional Managers will act quickly to address and/or correct any negative event exposed in a Central Office staff concern and/or complaint.

The Regional Manager is required to do anything deemed necessary, within reason, by their Supervisor in order to facilitate the successful operation of the properties in their region.

Violation of any of the above noted items, as well as any other policy or direction of Franklin Asset Management Company personnel, or employees of any properties in which it has been contracted to manage, will be grounds for disciplinary action up to and including termination of employment.

11. **PROPERTY FINANCIAL:** Regional Managers will provide information and/or assistance in each property's annual budget preparation process. They will provide oversight and training to the Rental Managers on implementing rent changes and adherence to budgets. Regional Managers will monitor on-site spending and help Rental Managers make adjustments in site spending when there is a variance to the budget in either spending or vacancy rates. Regional Managers will be provided reports and other job tools by the Central Office to assist in this monitoring function. Regional Managers are to understand and use these reports and tools in providing oversight and training to the on-site employees.

12. **PROPERTY PHYSICAL:** Regional Managers will continuously monitor the physical condition of each property. Regional Managers will be responsible to evaluate all bids obtained for other than typical on-site work. They will be responsible for negotiating with contractors and vendors in this process. They will be responsible for monitoring the work while in progress. Regional Managers will be responsible for final approval of work. They will submit a payment request and if necessary the request for reserve for replacement funds for such work. Regional Managers will be responsible for requesting pre-approval of work if required by the regulatory agency. Regional Managers will review preventative maintenance practices and provide oversight and training for on-site staff to carry out these practices.

**WE ARE ALWAYS:**

**MANAGING WITH PRIDE AND SETTING THE STANDARD IN HOUSING**

**EXEMPLIFYING A POSITIVE AND HELPFUL ATTITUDE**

## **REGIONAL MANAGER JOB DESCRIPTION ACKNOWLEDGEMENT**

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I do hereby acknowledge, agree and accept the Regional Manager Job Description as part of my employment with Franklin Asset Management Company Inc. Any previous edition of the Regional Manager Job Description is considered obsolete.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Regional Manager's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

### **Non-Regional Manager Acknowledgement**

I hereby acknowledge having read the above Regional Manager Job Description and understand the duties and responsibilities of the Regional Manager.

\_\_\_\_\_  
Maintenance Personnel Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
On-site Manager Signature

\_\_\_\_\_  
Date