



Regional Property Manager

Position Overview

Company Overview:

Arx Capital, LLC (the “Company”) is a full-service real estate investment, development and management firm specializing in value-add and opportunistic real estate investments. Its core business is the acquisition and operation of manufactured housing communities (“MHCs”). The Company is based in Berwyn, PA, and it currently owns and manages almost 1,500 homesites in 20 manufactured home communities (MHCs) in PA, NJ, MD & DE. Arx is on the verge of taking its current MHC operation to the next level as it launches its second Fund and expects to make multiple acquisitions over the next 12 months. The Regional Property Manager (“RPM”) will be responsible for a region containing between 500 and 800 homesites. Arx is planning to add two to three RPMs to its growing team, and the ideal candidates would be based out of, or within commuting distance of, one of the following locations –

Harrisburg, PA
Berwyn, PA
Poconos, PA
Lehigh Valley, PA
Southern New Jersey

Job Summary:

The RPM must strive for operational excellence of the communities they oversee and possess strong people management and project management skills. The RPM must also be a clear communicator, both verbally and in their writing, and a proficient adopter and user of technology. The RPM will be relied upon to keep a pulse on the day-to-day property operations in their region, drive operational improvements within their region, and support their peers by contributing towards positive change across the whole portfolio.

Reporting Relationships:

RPMs will receive administrative support from remote professionals who are responsible for fielding all inbound resident emails and phone calls, performing all new prospect application initial reviews, certain sales & leasing activities, preparing resident communications, preparing and sending required mailings via USPS, and performing other administrative tasks as needed. All RPMs will report to the VP of Operations.

RESPONSIBILITIES

Profitability & Operational Efficiency

- Identify opportunities to leverage Company property management software and other technology to improve daily operational efficiency;
- Oversee execution of certain key operational initiatives as assigned by the VP of Operations;
- Investigate significant budget to actual variances, identify root causes, propose solutions, and follow through to ensure issues are resolved;
- Regularly compare operational costs between properties and run competitive bid processes to achieve the best value, and
- Identify opportunities to increase ancillary revenue in your region, including but not limited to cable, internet, and on-site storage. Negotiate contracts and oversee the implementation of ancillary revenue partnerships.

Sales & Marketing

- Coordinate and oversee all phases of the home inventory process (ordering, permitting, delivery, installation, certificate of occupancy, etc...);
- Ensure appropriate visual marketing is available, installed and maintained at each property, i.e. banners, flags, lot signs, etc.;
- Oversee updates to online listings for available lot and home inventory;
- Coordinate sales and rental closings;
- Regularly review prospect activity and surrounding market conditions and recommend updated promotions and / or price changes, and
- Monitor and achieve Company sales goals within region.

Resident Records & Billing

- Oversee new resident onboarding, including approving prospect screening decisions, reviewing and approving resident leases, and ensuring the incoming residents' information and recurring charges are set up appropriately in the property management system ("RM");
- Oversee resident offboarding, including lease termination, physical move outs, and virtual move outs within RM;
- Ensure completeness and accuracy of resident records, including contact information, leases and other legal documents, and records of all Company correspondence with residents;

- Identify inaccuracies through regular rent roll reviews, and improve processes to prevent inaccuracies from arising in the future;
- Maintain accuracy of recurring charges in accordance with leases, and
- Ensure timely and accurate monthly postings of late fees, variable utility charges, resident charge backs, and all other variable charges to residents.

Resident Compliance & Communication

- Responsibility for resident collections, including resident late notices, issuance of payment plans, court filings, attending court proceedings, and scheduling evictions;
- Identify rules violations, issue formal violation notices, and perform related communication with residents;
- Perform rental inspections and ensure timely communication of inspection results to residents, including corrective actions that are needed;
- Ensure appropriate resolution of rental inspection findings;
- Ensure appropriate and timely communication is sent to residents as needed, including in emergency situations, as well as other disruptive events like utility outages and work being performed on site, and
- Oversee distribution of all recurring communications, including seasonal home maintenance reminders, monthly statements, and annual rent increases.

Vendor & Governmental Communication

- Establish and maintain strong working relationships with service contract vendors, utility providers, and local officials;
- Ensure appropriate and timely responses to communications from vendors and government agencies, and
- Approve recurring bills after ensuring they agree to contract terms.

Records & Compliance

- Ensure completeness, accuracy, and accessibility of all property related records, including but not limited to virtual property binders with key contacts and information about each property, vehicle and equipment files, mobile home titles, insurance information, vendor contracts, operating permits, project permits, repair and maintenance records & logs, and property operational maps.
- Oversee permit applications, permit renewals, mobile home title replacement and procurement process, and vendor contract renewal and renegotiation, and
- Investigate significant budget to actual variances and identify root causes, propose solutions, and follow through to ensure issues are resolved.

Site Inspections

In order to be successful in the role, the RPM should plan to visit each property within their region at least one to two times per month. They should leverage their time on site by performing a thorough site inspection and following up on open items at the property, delinquent accounts and resident violations. While on site, the RPM should also ensure all home inventory is appropriately advertised and marketed and promotional materials are available to prospects.

POSITION REQUIREMENTS

Experience:

- 5+ years' experience in a professional environment;
- 2+ years' experience of direct project and people management experience;
- 2+ years' of property management or comparable experience;

Skills & Abilities:

- Advanced verbal and written communication skills;
- Technological proficiency, including with Microsoft Office Suite and property management software, as well as ability to quickly adopt new technology;
- Think outside the box and challenge the status quo;
- Humility and open mindedness to listen to and learn from others;
- Desire to contribute to the success of others in the organization, and
- Willingness to adapt to changing circumstances.

To be effective, the RPM must have the ability to be productive in multiple environments, including (1) home office, (2) while traveling between MHCs within the RPM's region, and (3) during visits to Arx's headquarters in Berwyn, PA.

This is a full-time, salaried position with additional compensation for achieving Company objectives. Working days are primarily Monday through Friday with weekend work occasionally required for sales-related initiatives, as well as for emergencies.



COMPENSATION & BENEFITS

Compensation will be commensurate with the candidate's relevant experience and skills and abilities necessary to fulfill the role. Additionally, the RPM will be eligible for the following company benefits:

- Medical, dental, and vision plans;
- 401(k) plan, including employer match up to 3.5% of compensation;
- 20 PTO Days (including sick time), and
- 8 Company Holidays.

Your employment at **Arx Capital, LLC** will be at-will, meaning that either you or **Arx Capital, LLC** can end that relationship at any time, with or without cause or notice. If your employment is terminated, you will promptly return all company petty cash, credit card, records, equipment, documents, etc. While employed with Arx Capital, LLC, you agree to obey all federal and state laws and abide by the Company policies.

Arx Capital is an equal opportunity employer and does not discriminate on the basis of age, race, religion, color, sex, national origin, marital status, or physical or mental disability. In compliance with the Immigration Reform and Control Act of 1986, we will hire only U.S. citizens and aliens lawfully authorized to work in the United States (if the position is or will be one which is subject to U.S. law).

Interested applicants should reply with resume and salary requirements to:
careers@arxventures.com