

Community Manager

The Community Manager is responsible for the on-site management of the asset under his or her control. This position is best described as that of a President of a business. The income of that business is rent, and the expenses are the salaries, supplies, etc., which the Community Manager must control. Like any president, the Community Manager must consider the internal day-to-day operation of the business as well as the outside forces that may affect long-term success.

The Community Manager must display strong leadership skills to help in organizing and directing staff members. It is necessary to be well-organized, attentive to details, to use good judgment when making decisions, to have strong written and verbal communication skills, and to be flexible in dealing with various personalities and duties in a fast-paced and customer service oriented environment.

The Community Manager is ultimately responsible for managing the lifelong viability of a multi-million dollar asset. As such, the Community Manager is responsible for oversight of all key processes that support operation of the asset, including sales and leasing, bookkeeping, financial and accounting functions, as well as preventative and on-going maintenance. The Community Manager may, at his or her discretion, delegate the execution of some of these tasks to other associates on the team with the approval of the RPM. However, the Community Manager is ultimately responsible for all aspects of the asset.

The Community Manager reports to the RPM and is responsible for the on-site control of the property. All personnel, as well as independent contractors, work at the direction of or in agreement with the Community Manager.

Specific areas for which the Community Manager is responsible include, but are not limited to:

- Supervision of on-site staff and ensuring associates are adhering to ECIM policies in a manner congruent with ECIM's Corporate culture.
- Oversight of monies and bookkeeping.
- Review and approval of expenditures prior to submission to the Corporate Office for payment.
- Issuance, approval, and control of purchase orders.

- Scheduling turnkey services (this duty can be delegated; however, the Community Manager retains sole responsibility for timely and cost effective completion and condition of the apartments).
- Maintenance of the Apartment Status Summary (this duty can be delegated; however, the Community Manager retains sole responsibility for end results).
- Scheduling and assigning of all personnel.
- Oversight of accurate reporting for all daily, weekly, and monthly reports.
- Preparation of annual budget; meticulous control of and adherence to operating budget.
- Scheduling and approval of all services provided by independent contractors.
- Reporting any physical conditions of the property which may require expenditures beyond those considered in the operating budget.
- Coordination of all advertising.
- Supervision of all matters which relate to resident relations.
- Organization and supervision of office layout.
- Communication to on-site staff of pertinent information from Corporate Office.
- Maintenance scheduling, including review of service requests and work order reports.
- Supervision of on-site personnel and coordination with Human Resources for hiring, replacement, and proper documentation of on-site human resource issues.
- Adherence to personnel policies by on-site staff.
- Reporting all observed market conditions and trends.
- Ensuring applications and lease files are received, processed, and completed according to company policy. Providing final approval of all new residents.
- Accurate and timely submission of information and reports to Corporate Office.

- Supervising and controlling an organized and aggressive lease renewal program.
- Performing other tasks or requests consistent with fulfilling company objectives.
- Inspection and approval of all market ready units.
- Letters/notices (must have RPM approval prior to delivery to Resident).

The Community Manager is responsible for the above-listed items based on the supervision and guidance provided by the Corporate Office through a RPM. It is the duty of the Community Manager to coordinate all of these activities and to see that all the areas of responsibility are completed correctly and on a timely basis. It is the Management Company's responsibility to provide the guidelines, policies, procedures and forms the Community Manager uses in controlling the property.

As the title "Community Manager" indicates, this individual will spend the majority of his/her time supervising, directing, and motivating his/her staff; therefore, it is difficult to define a list of individual day-to-day tasks to be performed by this individual. However, the remaining members of the on-site staff do have specific duties as listed. The job descriptions for the balance of the on-site staff are as prescribed by ECIM.

Assistant Community Manager

The Assistant Community Manager position is much like that of a Vice President of a business. The Assistant Community Manager is to represent the community in a professional, courteous, and knowledgeable manner, and must adhere to all policies and procedures as listed in the ECIM Policies and Procedures Manuals.

He/she is to assist the manager in managing a multi-million dollar asset. The Assistant Community Manager must have full understanding of all phases of the day-to-day operation of the property. This position acts as a backup to the Community Manager.

The Assistant Community Manager reports to the Community Manager.

Specific areas for which the Assistant Community Manager is responsible include but are not limited to:

- Entering daily activity i.e. move-ins/move-outs, and traffic into computer.
- Timely collection of rent and the proper accounting thereof.
- Making daily bank deposits.
- Issuing appropriate notices and letters to residents.
- Maintenance of accurate resident records. Updating on a daily basis all rents, deposits, and fees received from residents and applicants.
- Organizing and maintaining files for all applicable reports, leases, and paperwork.
- Maintaining all files relating to active residents.
- Completion and submission of all forms relating to resident move-ins and move-outs.
- Completion of move-out inspection.
- Controlling office supplies and reporting to Community Manager any materials to be ordered.
- Acceptance of the unit after completion of turnkey and punch maintenance if Community Manager is not available.

- Completion and submission of Traffic and Occupancy Report.
- Assisting Leasing Consultant with leasing activities.
- Managing monthly lease renewal book.
- Performing additional duties as assigned by Community Manager.
- Acting as both a back-up to the Community Manager as well as to the Leasing Consultant.
- Performing other tasks or requests consistent with fulfilling Company objectives.

Leasing Manager

The Leasing Manager is responsible for all leasing activities under the direction of the Community Manager. The Leasing Manager position exists only under limited circumstances and does not apply to most properties. This position requires ownership's and senior management's approval.

The Leasing Manager reports to the Community Manager and is responsible for assisting with the control and assignment of all leasing activities. The Leasing Manager must be customer service oriented and have exceptional sales skills.

Specific areas for which the Leasing Manager is responsible include but are not limited to:

- Keeping apprised of market conditions and making recommendations about pricing, product, and specials based on the dynamics of the market.
- Walking vacant and show units daily to ensure they meet ECIM standards of market ready.
- Creating and updating the Unit Hot Sheet by analyzing the unit mix against the number of vacancies available and recommending case-by-case pricing changes to the Community Manager as needed.
- Managing execution of the community's marketing plan and providing documentation and recommending changes as needed if traffic levels or quality are not meeting desired results.
- Ensuring all associates are performing follow-ups and documenting Guest Cards appropriately.
- Playing an active role in resident retention through personal contact with residents on notice.
- Providing leadership and motivation for leasing associates to meet the weekly leasing goals outlined by the Community Manager.
- Assisting with all other leasing responsibilities as outlined in the Leasing Consultant job description.
- Monitoring leasing training and all leasing activity.
- Performing other tasks or requests consistent with fulfilling company objectives.

Leasing Consultant

A Leasing Consultants main responsibility is to interact directly with prospective and current residents to achieve maximum occupancy. He or she acts as the Company's representative by conveying the benefits of the community.

The Leasing Consultant reports to the Community Manager. As the name implies, the Leasing Consultant is primarily responsible for leasing the apartments. However, there are some additional areas of responsibility the Leasing Consultant assumes. A detailed list of these responsibilities includes but is not limited to:

- Greeting, interviewing, and selling prospective residents.
- Inspecting model apartments and market ready show apartments daily to make certain they are clean and ready to show.
- Completing Guest Cards and entering all traffic/phone calls into Voyager.
- Assisting prospects with completion of guest forms and leasing applications.
- Showing apartments.
- Answering the telephone.
- Recording maintenance requests.
- Performing daily clerical activities as directed by the Community Manager.
- Maintaining awareness of local market conditions and trends and contributing ideas to the Community Manager for marketing property and retaining residents.
- Executing ECIM's standard of excellence with regard to communication with residents and problem-solving, including follow-through for items originally addressed with the Leasing Consultant. For example, The Leasing Consultant is responsible for listening to resident concerns, providing positive feedback, and ensuring their concerns are answered, even if the Leasing Consultant needs to ask his or her Community Manager for guidance.
- Performing other tasks or requests consistent with fulfilling company objectives.

The Leasing Consultant must always concentrate on selling. The other responsibilities are performed at times when customers are not on-site.

Service Manager

The Service Manager is responsible for the overall maintenance of the asset and for supervision of the Service, Punch and Ground Technicians. The Service Manager must maintain the community, process all service requests in a timely manner, perform scheduled maintenance duties, perform turnover of apartments, price and engage outside contractors when necessary.

The Service Manager reports to the Community Manager and is responsible for control and assignment of maintenance activities, as well as insuring that all maintenance requests are completed properly and on a timely basis. This is a particularly important function since we are in a service business and have the responsibility and obligation to provide our residents with the best possible customer service.

The Service Manager is responsible for the overall maintenance activities; therefore, the position requires skills and knowledge to act in a management capacity. In addition, the Service Manager must be ready, willing and able to perform hands-on maintenance service to insure proper maintenance is provided timely. The Service Manager must be able to relate to residents in a friendly, professional manner. He/she must be able to organize and supervise a maintenance team and have the ability to prioritize work.

The Service Manager must be HVAC certified and have a strong working knowledge of all phases of HVAC. The Service Manager must be skilled in the safe use and maintenance of power tools, hand tools, appliance moving aids, measuring devices, and other mechanical equipment.

Specific areas for which the Service Manager is responsible include but are not limited to:

- Assigning individual maintenance requests.
- Requesting the Community Manager to order the parts and materials required to properly complete maintenance requests and recommendations to the Community Manager when contracted services are required.
- Supervising contracted maintenance services.
- Completion of maintenance requests not assigned to other personnel.

- Coordinating with the Community Manager for punch maintenance scheduling.
- Completing punch maintenance as required.
- Controlling all maintenance supplies maintained on-site.
- Understanding and adhering to the expense budget and purchase order system.
- Supervising grounds crew unless an independent contractor is being used.
- Conducting and documenting weekly safety meetings.
- Maintaining and communicating HAZCOM and EPA standards.
- Maintaining records of all community utility meter cut-offs, apartment and fixture cut-offs, sewer cleanouts, and preparing community maps indicating same.
- Insuring that building storage areas and crawl spaces remain locked or secured when not in use.
- Maintaining community swimming pool.
- Inspecting and replacing property lighting as needed.
- Implementing and overseeing the preventive maintenance program.
- Training maintenance personnel as needed.
- Maintaining our standard of excellence for all resident communications, including requests received from residents for maintenance work.
- Performing any additional duties as assigned by Community Manager.
- Performing other tasks or requests consistent with fulfilling company objectives.

Service Technician

All Service Technicians report to the Service Manager, unless otherwise directed by the Community Manager with agreement of the RPM. The Service Technician must be able to relate to residents in a friendly, professional manner and provide the best possible customer service. He/she must work well at the direction of the Service Manager and the Community Manager. He/she must be well-organized, work with minimum supervision, and have the ability to prioritize work. He/she must have HVAC certification and a strong working knowledge of all phases of HVAC.

Specific areas for which the Service Technicians are responsible include but are not limited to:

- Completing all maintenance requests assigned on a daily basis.
- Assisting the Service Manager in punches and other tasks as needed.
- Turning in all maintenance requests to the Service Manager at the end of the day during which the work was completed, and informing the Service Manager of any matters which need attention.
- Maintenance projects as needed.
- Performing any additional duties as assigned by Community Manager.
- Maintaining our standard of excellence for all resident communications, including requests received from residents for maintenance work.
- Performing other tasks or requests consistent with fulfilling company objectives.

Punch Technician

The Punch Technician position only exists under limited circumstances and does not apply to most properties. Existence of this position requires ownership's and senior management's approval.

The Punch Technician reports to the Service Manager, unless otherwise directed by the Community Manager with agreement of the RPM. The Punch Technician must possess certain maintenance skills and be reliable and prompt when reporting to work. He/she must be able to relate to residents in a friendly, professional manner and must be able to follow instructions and perform his/her duties with minimum supervision.

Specific areas for which the Punch Technicians are responsible include but are not limited to:

- Assisting the Service Manager in punches and other tasks as needed.
- Preparing apartments for market ready condition and move-ins.
- Helping with maintenance requests and projects, grounds maintenance, and with housekeeping duties as needed.
- Performing other tasks or requests consistent with fulfilling company objectives.

Grounds Technician

The Grounds Technician reports to the Service Manager and performs one of the most important tasks at an apartment community. This is because the Grounds Technician is responsible for “curb appeal.” Curb appeal refers to the overall appearance and upkeep of the property. The term “curb appeal” refers to the impression the property makes from the street. It is the appearance the property portrays when seen from a car, as well as the impression it makes on anyone passing by the community. This is the first impression a customer has of the community; their first impressions are their ongoing impressions. It is also what the residents see each day as they come and go.

The Grounds Technician must be reliable and prompt when reporting to work. He/she must be able to relate to residents in a friendly, professional manner. He/she must be able to follow instructions and perform his/her duties with minimum supervision.

Specific areas for which the Grounds Technicians are responsible include but are not limited to:

- Cleaning and maintaining all common areas, including clubhouse, model, leasing office, building breezeways, trash collection areas, etc.
- Performing other tasks or requests consistent with fulfilling company objectives.

Housekeeper

The Housekeeper reports to the Community Manager. It is the responsibility of the Housekeeper to maintain the cleanliness of the leasing office, the clubhouse, all common areas of the clubhouse, vacant apartments, and the model apartment(s.)

He/she must be able to relate to residents in a friendly, professional manner. The Housekeeper must be reliable and prompt when reporting to work. He/she must be able to take direction and follow instructions with minimum supervision. The Housekeeper should know how to use cleaning supplies, cleaning tools, and chemicals in a safe manner.

Specific areas for which the Housekeeper is responsible include but are not limited to:

- Touch-up cleaning of vacant apartments as assigned by the Community Manager or the Assistant Community Manager.
- Daily cleaning of the model apartment(s).
- Daily cleaning of the clubhouse, leasing offices, fitness center, restrooms, laundry centers, business centers, and any other areas associated with the clubhouse or leasing office.
- Performing other tasks or requests consistent with fulfilling company objectives.

The following competencies, as well as skills listed above, are required to fulfill the essential functions of the position. However, to satisfactorily perform the job responsibilities may require more than these core competencies.

Required Essential Skills at a Glance

Essential Skills	Community Manager	Assistant Community Manager	Leasing Manager	Leasing Consultant	Service Manager	Service Technician	Punch Technician	Grounds Technician	Housekeeper
	Customer Service	X	X	X	X	X	X	X	X
Plan and Organize	X	X	X	X	X	X	X	X	X
Problem Solving	X	X	X	X	X	X	X	X	X
Quality Control	X	X	X	X	X	X	X	X	X
Quantity	X	X	X	X	X	X	X	X	X
Adaptability	X	X	X	X	X	X	X	X	X
Dependability	X	X	X	X	X	X	X	X	X
Safety	X	X	X	X	X	X	X	X	X
Supervisory	X	X	X		X				

- Customer Service – respond promptly to resident and ownership needs
- Plan and Organize – prioritize and plan work activities to consistently meet reporting and goal deadlines and to maximize the efficiency of the workflow of all parties involved in the operation and support of the property
- Problem Solving – identify and resolve problems in a timely manner, gather, and analyze information skillfully
- Quality Control – demonstrate practices to protect the long-term value of the asset
- Quantity – meet property goals and deadlines
- Adaptability – manage competing demands, proactively address changes in the market, and respond to unexpected events in a manner to meet property goals
- Dependability – consistently be at work on time and adhere to the property schedule to provide maximum customer support, be available for prospects, and respond to ownership needs
- Safety – observe safety procedures
- Supervisory – organize work flow, assign and review delegated work products, motivate staff, provide leadership to meet company objectives and standards of excellence, commitment, and integrity

Management Coordinator to Regional Property Managers and Vice President of ECIM

The Management Coordinator reports to the Vice President / Regional Property Managers to support and assist them in all functions for which they are responsible. Specific areas for which the Administrative Assistant is responsible include but are not limited to:

AS NEEDED

- Maintain contracts for all properties by advising RPM and property when a contract is about to expire. Make sure get new contract in, executed and accounting updated before old contract lapses
- Process contracts for capital improvements once approved. Obtain necessary paperwork if necessary, process payments according to contract terms. Upon final acceptance by RPM, final payment processed and final lien completed
- Process and pay termite renewals
- Maintain ECI Management Agreement and additional files
- Make any needed travel arrangements for RPMs
- Assist Regional Property Managers with any special projects, typing, etc., that they may require
- Track potential residents for lease ups before staff is in place at new property
- Assist with Yardi Property Setup
- Make travel arrangements and registrations for NAA, GAA, and FAA conferences
- Process AAA dues for the property at the end of every year
- New Property Set Up: process orders for brochures, letterhead,
- Process orders for property business cards, letterhead, envelopes and brochures
- Assist in copying training materials
- Schedule and distribute - Shopping Reports with SHB Consulting
- Schedule and distribute - Coordinate follow up activities for Property Inspections with SHB Consulting
- Distribute upon the request from SHB the updated Federal and State required posters on site

DAILY

- Fill out verification of rental history sent in from mortgage companies
- Handle resident phone calls
- Process resident surveys as replies come in
- Perform tasks as assigned by supervisors consistent with fulfilling company objectives

WEEKLY

- Incident Report Log - Send e-mail to properties weekly to make sure that the incident report log is updated. E-mail incident report logs bi weekly to executives, RPM's, and SHB. Make sure that an incident report is received and signed off on by RPM. Any additional follow up needed by SHB or RPM information must be attached.
- Mold and Moisture Control Log – Monthly check to make sure that all incidents are documented; follow-up has occurred and appropriate action taken. If needed, get VP and/or SHB involved
- Weekly Status Report – Receive and input weekly status information and distribute, update charts
- Weekly Income Tracking
- Enter Property Rehab Units into Yardi and distribute Unit Amenities Report
- Maintain and fill form orders for properties and invoice

MID-MONTH

- Mid Month-Check in mid month paper work and make sure all information goes to RPM and then to property accountant. Print lease renewal grids at mid month for correct month and get approval from RPM

MONTHLY

- Set up Mid Month, End of Month, and SOS events on calendar monthly.
- SOS - Receive SOS reports, approve financial numbers, and get approval from RPM. During SOS call, send out any questions and/or comments made by Harris. Once responses are received input information into system.
- Process cost of SOS call spreadsheet for reimbursement from properties
- End of Month - Check in end of month paper work and make sure that all information goes to RPM for review. Also receive end of month reports via e-mail that have to be saved on the shared directory.
- YYY submit needed YYY information to RPM and then to VP for approval
Process to property accountants and property
- Purchase Order Budget Audit
- Write Offs and research for write offs
- Order name tags for new property employees
- Handle monthly reservations for the Atlanta Apartment Association dinner meeting

Revenue Manager

The Revenue Manager reports to the Assistant Vice President of ECI Management Corporation. Specific areas for which the Revenue Manager is responsible include but are not limited to:

- Yield Star
- Training and Integration of 3rd Party Management properties
- Assist Training Coordinator as needed
- Due Diligence as needed
- Perform specific projects or other tasks as assigned

TRAINING DIRECTOR

The Training Director reports to the VP of Operations and is responsible for identifying employee and operational needs and insuring adequate resources are available to meet those needs. Needs are identified through performance measures including annual property inspections, mystery shop reports, property performance, RPM and Corporate feedback.

- Design, implement and document all training programs.
- Create, review, distribute, and maintain policy and procedure updates and revisions.
- Evaluate on-site operation, reports and forms. Recommend and assist in development of updated operations, systems, reports and forms that take advantage of Yardi and new technology.
- Research and correct Yardi problems and errors.
- Maintain mentor program.
- Ensure property inspections are conducted and proper follow-up is completed and documented.
- Serve as Help Desk for Yardi problems.
- Assist with due diligence, set-up for new acquisitions.
- Complete training needs analysis for new acquisitions.
- Recommend training tools, certification, and awards.
- Test new software, reports, and processes.
- Perform other tasks or requests consistent with fulfilling company objectives.
- Assure that fair housing and other required training is provided and documented.
- Schedule training meetings.
- Maintain mystery shop program.
- Correspondence and follow-up relating to training.
- Performing any other duties assigned by supervisor.

REGIONAL PROPERTY MANAGER

Responsible for aspects of operations of the properties. Areas of coverage include:

- All property operating income and expenses
- Hiring and training of all personnel except leasing consultants
- All property policy and procedure issues
- All maintenance issues
- All capital projects
- Production of and compliance with budget requirements

“Marketing” RPM

Responsible for all leasing and marketing related issues. Areas including:

- Hiring and training of leasing/ marketing staff.
- Financial statement general ledger codes 3000-3390, 5300's, 5748-5754, and 7000's.
- All issues relating to curb appeal and condition of vacant and renewal units.
- All activities, forms and reports specified in Policy and Procedure Manual in the following section/pages:

<u>Section</u>	<u>Page</u>
III	16-24
IV	25-39
V	40-44
VIII	
Lease Renewals	61-66
Market Surveys	73-74
Rental Information Systems	74
Weekly Status Report	88©-92
Equal Housing	93-93(a)

ACCOUNTS PAYABLE

The Accounts Payable reports to the Accounting Manager and is responsible for reporting and coordinating Accounts Payable for the group of properties assigned. Specific duties include but are not limited to:

Payables

- Match and Process Payables
- Log purchase orders and obtain necessary approvals
- Verify accuracy of invoices
- Print checks and present for signatures
- Participate in check signing meetings
- Mail and distribute checks
- Void checks as needed
- Process AP problems through the exception system
- Print payable reports and check registers
- Correspond with vendors
- Assist properties with payables questions and problems
- Research and resolve payables problems

Purchase Orders

- Verify that purchase orders have proper authorization and verify proper vendor insurance coverage
- Match purchase orders and invoices
- Approve referral purchase orders and process
- Verify that prices are correct per vendor contracts

Miscellaneous and/or Individual Assignments

- Assist with preparation for year end accounts
- File
- Prepare 1099s at year end
- Perform other tasks as assigned by supervisor
- Compliance Depot – setup new vendors in Yardi once they are signed up with Compliance Depot. Resolve issues with Compliance Depot.
- Property Pagers – ensure bill is paid timely and accurately. Replace pagers and activate as needed
- Cingular – pay all construction and management bills, order new phones as needed
- Process payables for ECIM, Concepts Building, ECIC, and ECIP, including cell phone bills
- Monthly ITC Deltacom bill – ensure bill is paid timely and accurately
- Monthly Visa Statement - ensure bill is paid timely and accurately

Accounts Receivable

The Accounts Receivable Clerk reports to the Property Accountant and is responsible for accounts receivable for a portfolio of properties, as well as performing related functions for all ECI Group entities.

Specific duties include but are not limited to:

- Check Cancels and Declines for ALL properties on the 20th of every month
- Send Pre-posting Reports to ALL properties on the 22nd of every month
- Bonus P.O.'s- verify and enter onto the shared drive excel spreadsheet (Every other Friday)
- Update YYY's for ALL properties in Voyager (notify IT of any changes in security deposits and rental rates)
- Answer emails daily from ALL properties on the following issues:
 - Change/correct lease term dates in Voyager
 - Add/delete concessions in Voyager
 - Credit deposit amounts (with RPM approval) in Voyager
 - Delete fee(s) for new properties or lease ups in Voyager
 - New property set-up of Lease Charges and Charge Batches into Enterprise
 - Lease Renewal Corrections in Voyager
 - Reprint Receipt Batches and email them to properties if necessary in Enterprise
- Cash Receipts for all properties-verify amounts entered into Voyager match bank receipt-then enter into Cash Sheet spreadsheet on "S" drive-file (this is done daily)
- Creating deposit slips for misc. income (bad debt, Minol, etc)
- Mississippi Move-Outs
- Write-offs enter into Voyager when approved by an RPM
- Check daily Lease Charge Audit Report generated by Voyager and make and necessary corrections
- Assist the CFO on special projects or as needed

PROPERTY ACCOUNTANTS

The Property Accountants report to the Accounting Manager and are responsible for full-charge bookkeeping, administrative, and audit functions for the group of properties assigned. The Property Accountant must be committed to accuracy and to maintaining financial integrity of the Accounting records. The Property Accountant must be able to work under pressure to meet deadlines and still able to provide the on-site associates and Corporate management the support they need. The specific areas for which the Property Accountant is responsible include:

Accounts Receivable

- Make and post security deposits
- Verify accuracy of batches from properties
- Log batches and reconcile to the income register
- Post NSF checks and fees and inform property within 24 hours of receipt
- Review Mid-Month - NSF reports, Delinquency Reports, Prepaid Reports, and GPR Report
- Post all approved write offs

Accounts Payable

- Void checks as needed
- Issue stop payments as needed
- Check general ledger of all Accounts Payable invoices

Move-ins and Move-outs

- Verify receipt and accuracy of traffic and occupancy reports
- Check lease bonus purchase orders
- Process courtesy units
- Verify accuracy of move-out inspections
- Send corrected move outs to residents and copy for property
- Process move-outs through the computer system
- Process forfeits and refunds and interface to AP
- Process quarterly move-out reason report and track each month
- Process accounts for distribution to collection agencies every other Tuesday and pass onto Executive Assistant to send to Collections
- Process and track demand letter for former residents owing less than \$100

PROPERTY ACCOUNTANTS

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Financial

- Make and input journal entries
- Prepare, print and provide the Accounting Manager financial reports by deadlines
- Check A/P coding to General Ledger Accounts
- Account for reconciling items on bank reconciliations
- Assist in coordinating and providing information for yearend
- Monthly and yearly closeouts
- Assist in all functions of the Accounting Department as needed

III. Miscellaneous

- Monthly reconciliation of management and owner fees
- Monthly reconciliation of Debt Service Escrow Accounts
- Inform management and training of ongoing problems and problems requiring their attention
- Assist on-site personnel and Corporate management as needed
- Perform other duties as assigned by supervisor

Executive Assistant to Chief Financial Officer

The Executive Assistant reports to the Chief Financial Officer and supports and assists in all financial functions to direct, administer and oversee the operations. Specific areas for which the Executive Assistant to CFO is responsible include but are not limited to:

Insurance and Property Taxes

- Update insurance quote sheets
- Organize binders for quotes
- Distribute insurance quote information
- Prepare spreadsheet comparisons and insurance analysis reports
- Transfer quote information, policy and premium information to permanent files
- Maintain insurance master list and all property files
- Assist with insurance claims submission and follow-up
- Payment of annual insurance premiums
- Assist with claims management
- Assist with follow-up of Incident Report of Risk Management
- Submit to lender and pay when applicable Real Estate and Personal Property tax bills
- Maintain Real Estate and PP tax files
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Human Resources

- Worker's Compensation paperwork
- Assist with Annual Pin Program -Pin Distribution and Year End Evaluations

Financial

- Quarterly Distributions as requested by CFO
- Preferred Returns as requested by CFO
- Prepare and submit Lender quarterly financials
- Print & file monthly financials
- Assist in the production of statements for distribution to partners and year end reporting
- Perform tasks as assigned by CFO consistent with fulfilling company objectives
- Prepare and submit all Replacement Reserves
- Budget input and correct glitches as they occur
- Prepare purchase orders as required for:
 - Accounting firm - Property tax consultants - Tax collectors –
 - Insurance agencies and companies - Miscellaneous as requested

Executive Assistant to Chief Financial Officer
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Miscellaneous

- Collections
- Concepts 21-Delk/Bentley Manor and Concepts 21-Six Flags – prepare monthly bond compliance and submit to banks
- Assist CFO in Administration of office storage and retention
- Minol - Receive and reconcile monthly remittances, submit monthly rent rolls and utility bills in a timely manner and coordinate problem resolutions regarding billing
- Cingular – pay all construction and management bills, order new phones as needed
- Keeping CFO abreast of meetings and deadlines
- Keeping CFO's office organized and neat and maintaining CFO's files and records
- Upon request, return telephone calls for CFO
- Assist with specific projects or accounting overflow as needed
- Perform other tasks as assigned by the CFO

**Executive Assistant
To Chairman of the Board
and
Chief Executive Officer of Management Committee**

The Administrative Assistant reports to the CEO and Chairman of ECI Group to support and assist them in all functions for which they are responsible. Specific duties for which the Administrative Assistant is responsible include but are not limited to:

Chairman of the Board

- Set up and distribute Board of Directors Books after information is collected (with input from CEO of ECIG)
- Assist with family matters as needed for Chairman
- Make necessary travel arrangements for Chairman
- Check voice mail twice a day, when Chairman is out of office
- Perform specific projects or other tasks as assigned by Chairman
- Marine Concepts, Inc.

Chief Executive Officer

- Make necessary travel arrangements for CEO
- Perform specific projects or other tasks as assigned by CEO
- Complete and submit (Phil's signature required) credit applications for all properties and ECIM
- Perform specific projects or other tasks as assigned by CEO
- The Concepts Building – New tenant TI, renewals, janitorial and maintenance budget deal with broker when necessary
- Process Superintendent of Maintenance Services receipts
- Concepts Aviation

Day-to-Day for ECIM and Other Entities

- Business Licenses and County/ City permits for all properties - process and pay
- Process and pay pool permits
- Realty License, PHC broker license Process IREM dues, both local and national
- Process and pay FL, GA, MS, AL, or additional states apartment association dues, Chamber of Commerce, etc
- Process and Monitor Collections

ACCOUNTING MANAGER

The Accounting Manager reports to the Chief Financial Officer and is responsible for overseeing the Accounting Department, assuring that timely and accurate financial statements are produced, assisting as necessary in all financial functions, and advising the CFO of any problems. Specific areas for which the Accounting Manager is responsible include:

Supervision

- Supervise all day-to-day activities of the Accounting Dept.
- Hire, train, and review all Accounting Dept. employees with CFO prior approval
- Assist with establishing policies and procedures for the Accounting Dept.
- Approve Accounting Dept. timesheets, scheduling, and PDO requests
- Assure that the Accounting Dept. is properly staffed at all times

Financial Management

- Oversee and assist in production of all Accounting reports and statements
- Transfer and wire funds as needed
- Make and input journal entries
- Follow through to make sure retained earnings and prior period file is maintained
- Debt Service Payments
- Verify that all debt service payments, taxes, insurance, preferred returns, bank loans, and owners' distributions are correct
- Assist and Review Submetering and ancillary income accounting
- Review monthly log and audit utility payments
- Review and verify proper coding to general ledger accounts
- Apply credits for all properties
- Post late charges for all properties
- Approve and issue stop payments
- Void and/or Cancel checks
- Reconcile and Balance Inter Company Reimbursement and Disbursement Accounts
- Maintain lender financial and insurance reporting requirements
- Troubleshoot and evaluate problems with financial reports
- Maintain chart of accounts
- Production of financial statements and reports within deadlines
- Provide cash flow assessments including graphs
- Exec NOIR report – input information and distribute after financials are completed
- Prepare and Coordinate Quarterly BOD Reports
- Budget for Debt Service
- Budget for Property Taxes
- Assist with annual budget preparation
- Audit preparation

- Assist in coordinating and providing information for yearend
- Assist in all functions of the Accounting Dept. as needed
- Oversee Accounting Department special projects

Miscellaneous

- Monthly reconciliation of management and owner fees
- Assist Corporate management as needed
- Assist with research, projects, reconciliations, and audits as needed
- Participate in meetings as required
- Assist with computer issues
- Perform other duties as assigned by CFO
- ZBA Fee Booking
- Construction Draws & Transfers