



## PROPERTY MANAGEMENT INVOICE PROCESSOR JOB DESCRIPTION

**POSITION TITLE:** Invoice Processor

**SUPERVISOR:** Rent Supervisor

**COMPENSATION:** \$17.00 HOURLY WAGE, 40 hours a week, Medical, Dental, Vision, Holiday and Flextime after 90 days, Vacation after 1 year.

### POSITION SUMMARY:

The Invoice Processor performs multiple tasks necessary to ensure consistent operation of Property Management Invoice processing and tracking. The Invoice Processor is called upon to function in the following areas:

- General office duties such as: answer phone, filing, data entry, generate correspondence, word processing and use of basic office equipment.
- Communicate with coworkers, supervisors and vendors regarding work orders and invoices.
- Create and execute current Tenant damage charges

### REQUIRED QUALIFICATIONS

- High School diploma or GED
- Demonstrated written and oral communication skills
- Demonstrated ability to work independently and as a team
- Minimum two years of clerical or administrative experience
- Typing skills
- Word processing skills
- Data entry skills
- Excellent customer service skills
- Proficiency with Microsoft Office software
- Knowledge and ability to operate general office equipment and telephone systems
- Ability and willing to work cooperatively with others
- High degree of discretion dealing with confidential information
- Ability to prioritize tasks to meet strict deadlines
- Maintain work area keeping clean and free from clutter

### PREFERRED QUALIFICATIONS

- Experience maintaining an Access database system
- Experience working for a non-profit organization
- 10-key proficiency
- Experience preparing bulk mail
- Experience in Property Management
- Valid Driver's License and insured vehicle
- Bi-Lingual (Spanish/English)

### SPECIFIC RESPONSIBILITIES

#### General office duties:

- Answer calls from upset/angry tenants
- Explain procedures, processes billings and rules and regulations
- Create and/or modify forms using Microsoft Office
- Maintain filing system
- Learn and use web-based property management software
- Create tenant correspondence
- Create, update and maintain tenant database

- Prepare outgoing mail including bulk mail
- Use fax machine, copier, multi-line phone, calculator, printer and PC daily
- Check email and voicemails at least every two hours to maintain efficient communication
- Correspond with third parties
- Enter data into YARDI, ensuring that it processed correctly and a good audit trail is maintained.
- Other duties as assigned
- Maintain a professional relationship with all tenants/applicants at all times
- Maintain appropriate interpersonal relationships with co-workers
- At any time when time off is needed for appointments or vacation, submit the proper form to request the time off at least two weeks in advance. If an emergency arises, contact Property Management Compliance Officer or Property Management Director.
- Must be at work, ready to work at your scheduled work times

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this job.

*Physical Demands*

- Sit for long periods of time, stand, climb up and down stairs
- Speak or hear, both in person and over the phone
- Use hands to operate general office equipment
- Use hand and fingers to break out files and put away paperwork
- Reach with hands and arms and lift up to 25 pounds
- Specific vision abilities required by this job include close vision, distance vision and the ability to adjust focus.
- Use hands to write

*Mental Demands*

While performing the duties of this job, employees are regularly required to do:

- This position has a high priority for accuracy and detail
- Manage stress, this is a high stress position
- Be efficient in a high production environment processing large volumes of paperwork on a timely basis
- Work under deadlines with frequent interruptions
- Must have ability to set priorities on a continual basis and meet all timelines
- Speed, attention to detail and accuracy are required to ensure processing of application forms with a low error rate
- Confidentiality must be maintained at all times
- Interact with persons from diverse backgrounds who may be confused, irrational, irate or hostile
- Interact with division management and staff; financial and executive-level staff
- Use written and oral communication skills
- Read and interpret data, information and documents
- Analyze and solve non-routine and complex office administrative problems
- Use math or mathematical reasoning
- Learn and apply new information skills

I understand that this list may not exhaust every situation and that Property Management reserves the right to assign additional duties deemed necessary.

I understand the above duties, responsibilities, and job description which have been described for the Property Management Compliance Team Member position.

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Signature

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Date

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Invoice Processor

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Date