



JL PROPERTIES, INC.
REAL ESTATE DEVELOPMENT & MANAGEMENT

Inspector Job Description

Job Description: Inspector		Position Type: Hourly Wage	
Department: Administrative		Classification: Non-exempt/Bargaining Unit	
Location: Anchorage/JBER	Schedule: 40 hours/week	Travel Required: N/A	Revision Date: 2018

Job Summary:

Aurora Military Housing, a leader in the real estate development, construction and property management industry, is committed to providing America's military families with the quality homes and neighborhoods they deserve. We recognize the commitment military families make to our country and respond by providing comfortable homes in friendly neighborhoods.

The Inspector is expected to perform a variety of inspection duties relative to the inspection process including but not limited to: pre-final, move-out, and move-in inspections. Employees occupying this classification perform a variety of property management and administrative functions under the direct supervision of the Administrative Manager.

Distinguishing Characteristics:

The Inspector performs inspections and various related property management and administrative functions. He/She is often the initial point of contact for tenants at their pre-final and move-out inspection. He/She often has direct contact with potential tenants, resident tenants, vendors and the Military, and as such, must have a pleasant demeanor, possess strong people skills and the ability to work well with people from diverse social and economic backgrounds. He/She continually strives to increase his/her working knowledge of the property. Inspectors are to conduct business in a manner that attracts and retains residents by performing the general duties as well as the following position specific duties, and all other duties assigned. This is a bargaining unit position.

Job Duties and Essential Functions:

- Preparing and reviewing tenant leasing paperwork to include but not limited to maintenance information, carpet history and other pertinent unit information.
- Inspects interior and exterior of the unit for property damage to include but not limited to pet damage, cleanliness, and landscaping.
- Diplomatically assess charges for property damage to tenants and ensure paperwork for payment arrangements is properly submitted.
- Proficient and comfortable with all aspects of the leasing process and providing meaningful and relevant information by speaking with clients on the phone, meeting with them face to face and following up.
- General administrative duties to include but not limited to filing, reproducing copies, accepting payments, running credit cards, and updating information to business systems or files.
- General customer service duties to include but not limited to answering telephones, assisting with move-out notices and Community Center reservations, assists reception desk personnel with customers and phone calls, to include reception duties when scheduled or requested.
- Heavy amounts of data entry in computer to include but not limited to entering and updating tenant ledger information, posting, and correcting charges, posting monies received, completing end of day and month reports and obtaining end of day information as requested.
- Maintains work areas and vehicles in a clean, organized and safe condition.
- Occasionally may be required to cover work hours that are in addition to normally scheduled work.
- Prepares and sends out mailings as requested.
- Be detail oriented, consistent, tenacious, and exercise effective time management and organizational skills.

- Diplomatically handle and diffuse sensitive, difficult and disruptive situations that may arise.
- May be required to cover work hours that are in addition to normally scheduled work.
- Assist other company departments as scheduled or requested.
- Direct customer requests to appropriate staff member.
- Participate in work-safety programs.
- Perform other related duties as assigned by the direct supervisor and/or Management.

Minimum Qualifications:

- High School diploma or equivalent
- Valid Alaska Driver's License
- Ability to be insured by company's auto insurance
- Twelve months General Office or Customer Service experience
- Knowledge of basic mathematics, writing and reading comprehension skills
- Must possess excellent computer software skills, including Windows, Excel, Word and web-based programs
- Experience in residential rental office highly desirable

Tools and Equipment Used:

Motor vehicles, hand tools, home inspection ladders and materials, floor/heating (black lights) test equipment, telephones, computers, photocopiers, facsimile machines, and calculators.

Physical Demands:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is frequently required to walk; use hands to finger, handle, or feel objects, equipment, or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; drive; and talk or hear. The employee is occasionally required to stand or sit.
- The employee may frequently need to lift, push and/or pull up to 50 pounds.
- Must be able to climb stairs and ladders with potential heights exceeding 8' or greater.

Work Environment:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Work is performed at various locations within the properties managed by JL Properties, Inc., and owned by Aurora Military Housing, LLC, Aurora Military Housing II, LLC, and Aurora Military Housing III, LLC at Joint Base Elmendorf-Richardson, Alaska.
- The employee will be required to infrequently work in outside weather conditions for short periods of time (15%-25% of time).
- The employee must be able to walk distances outside in all weather conditions-winter and summer.

Supervision Received:

Inspectors must possess the capability to work independently, under the direct supervision of the direct supervisor and/or Management. This position reports directly to the Administrative Manager.

Supervision Exercised:

This is not a normal responsibility of this class, although direction and guidance is exercised over contract service providers and other personnel on specific projects.