

COURTESY MONITOR JOB DESCRIPTION

Job Controls - Directs operations of apartment rental properties in accordance with the policy of guidance and procedures prescribed by the Management Company. Job performance is reviewed for adequacy and conformance with established procedures or specific instructions of the property resident manager.

Major Duties - As courtesy monitor of the rental property, responsibilities are:

1. Responsible for the proper securing, protection of all property assets, including but not limited to office buildings, laundries, maintenance shops, and common areas such as fenced in courts and swimming pool facilities.
2. Conduct nightly inspections of office buildings, laundry rooms and other locked facilities to insure that they are properly secured.
3. Respond to resident complaints regarding vandalism, unauthorized vehicles, or noise disturbances, and secure the assistance of local police, fire department or governing officials when necessary.
4. If a potentially hazardous or dangerous situation should present itself while on duty (whether it be from a disturbance call or through own observation), the courtesy monitor must immediately call the police department, fire department or governing officials and should never attempt to address the situation on their own.
5. Daily incident reports will be submitted to the resident manager. Resident manager will follow through with lease violation notices based on these reports only after discussing them with a supervisor. Acts of violence, vandalism, criminal activity or lease violations will be logged on an incident report form.
6. Because a courtesy monitor may become privileged to personal information on residents during the course of duty, it is essential that he/she keep all information private and never discuss any matters with other residents or outsiders. Any and all incidents should only be reported to the resident manager who in turn reports to the supervisor when deemed necessary.
7. The courtesy monitor must work to establish and promote harmonious relationships among residents, housing personnel and persons of neighboring communities, as well as maintain working relations with the local police and fire departments and governing officials.