

PCM Career Path

PCM

- Achieve agreed upon objectives for revenues, expense & operating profits at the Profit Center
- Perform or delegate responsibilities to achieve objectives
- Direct, motivate & develop staff
- Conduct resident renewal program to achieve goals—% renewed, and rate increase
- Do credit underwriting following Policies & Procedures
- Handle all customer issues
- Set & achieve appropriate property objectives
- Maintain outstanding curb appeal & action plan
- Maintain expenses within budget
- Achieve outstanding customer satisfaction as measured by the customer survey

Training Manager

- Successfully manage all components of a Profit Center
- Follow policies and procedures
- Exceed expectations for 18 to 24 months
- Maintain accountability as a PCM
- Ability to delegate tasks as needed to allow time to train/develop new or existing PCMs
- Outstanding belief and buy-in to The Connor Group policy and procedures

Area/District Manager

- Ability to runs multiple Profit Centers
- Interviews and trains associates
- Coaches and develops team members
- Set specific objectives and holds associates accountable
- Provides reward & recognition for staff
- Authorizes payroll & overtime, handles pay reviews with staff