



PROPERTY MANAGER

THE ARBELLA AT BRAMBLE HILL – WORCESTER, MA

Who We Are

The United Group of Companies, Inc. – celebrating over 50 Years in business - is a full-service, vertically integrated leader in real estate development and management with over 50 years of industry expertise. Our mission is to develop, build, and acquire vibrant communities where our residents, investors, partners, and commercial clients feel welcome, connected, and fulfilled. Our commitment to innovation sets us apart and is evident in our award-winning lifestyle programs. We firmly believe that where you live, and work, should be an experience that enriches and improves your life. United Group provides a place to call home and a space where businesses thrive in all communities we join.

We are honored to have been voted by our employees as one of the **Albany Times Union's Top Workplaces** for **nine** consecutive years, along with being named a national **Top Workplaces USA** employer for **five** consecutive years, most recently for 2025. We are also thrilled that our management company, United Plus Property Management (UPPM), has earned the **Accredited Management Organization (AMO®)** of the Year Award for 2024! To learn more about us, please visit our website: <https://www.ugoc.com/>

Join Our Team!

We have an immediate need for a **Property Manager** to join the team at **The Arbella at Bramble Hill**, one of United Group's professionally managed Active Adult (55+) housing communities located in **Worcester, MA**. To learn more information about our property, visit <https://www.arbellabramblehill.com>

Marketing + Leasing:

Creates in collaboration with the Marketing Department Annual and 90-day Marketing + Leasing Plans

Responsible for the successful execution of Marketing + Leasing Plans

Coordinates and disseminates the timely communication for scheduled events

Provides continual sales and leasing training to all leasing and sales staff

Makes recommendations to improve marketing and leasing programs

Prepares regular market surveys; shops competition regularly

Prepares weekly and monthly reports

Reviews all rental applications and lease forms for accuracy and compliance with resident policy

Financial Reporting + Control:

Preparation of the property's annual budget - works directly with Regional Manager and Property Accountant

Monitors budget performance and reports variances from budgets

Assists Property Accountant with preparation of monthly financial accounting, reporting, and explanation of variances

Prepares purchase orders, inputs all invoices into Entrata



Reports payroll information to the Corporate office / Human Resources on a timely basis
Supervises inventory of all equipment and supplies
Management of property's Petty Cash

Site Activity + Resident Management:

Provides leadership to staff and residents by following all company procedures and demonstrates a professional image and demeanor consistent with company standards
Works with Regional Manager to maximize NOI and ensures owners goals and objectives are aligned with property operations
Creates and drives new revenue streams to achieve and exceed goals and objectives
Ensures all resident retention programming, the SUN® program, is executed in a consistent and high quality manner to ensure the highest levels of resident satisfaction is achieved
Ensures resident files are accurate and complete and maintained in a manner consistent with operating guidelines
Ensures rent collection programs are administered consistently to ensure revenue is collected within operating standards
Manages resident complaint log and seeks assistance from Regional Manager when needed
Manages move-ins and move-outs as site activity requires and ensures proper communication with all site staff to ensure proactive and cohesive operations

Maintaining Physical Asset:

Regularly evaluates maintenance operations at each site and determines cost efficiency of staffing and preventative maintenance programming
Makes regular, detailed inspections of physical plant and reports any observed deficiencies and ensures corrective action is taken
Audits service requests performed by the site staff
Regularly performs inspections of maintenance work - implements, reviews, and when necessary, makes periodic changes to maintenance schedules
Evaluates and approves decisions for physical repair, replacement, and/or improvements consistent with capital improvement plan
Knowledgeable of current status and conditions of all vacant apartments
Performs regular inspections of common areas, community rooms, common hallways, stairwells, elevators, apartments, grounds, exterior of building, perimeter of property, etc.
Supervises all vacant apartment make-ready procedures; ensures productivity of staff through routine inspections, view of work in progress
Directs and/or makes recommendations to Maintenance Supervisor for physical repairs, replacements, and/or improvements when approved
Directs, approves, and/or makes recommendations for supplies, materials, and equipment and orders when approved
Evaluates maintenance operations periodically to determine cost efficiency

Staff Training + Development:

Trains staff members on the Company's standard operating procedures and policies and procedures
Ensures staff training is consistently administered



- Ensures staff members are knowledgeable and trained on the company's standard operating procedures and policies
- Coordinates and ensures site staff is trained properly in Yardi
- Upholds standards relating to employee training and United's Pure Safety training and industry specific training
- Provides leadership to staff and residents by following all company procedures and demonstrates a professional image and demeanor consistent with company standards

Human Resources + Personnel Management:

- Responsible for ensuring staffing levels are in alignment with the needs of the business
- Supervises on-site personnel and all activities relating to personnel management, i.e. scheduling, time and attendance management, payroll, progressive discipline, etc.
- Manages employee training and development
- Hires and terminates employees in accordance with established guidelines
- Conducts formal employee performance evaluations and recommendations for promotions and/or salary increases for all site personnel

Pure Safety Program:

- Actively participate in, follow, and enforce the safety and health programs
- Resolve questions, approve and/or recommend necessary expenditures to correct unsafe conditions
- Make regular shop, warehouse, office and ground-job site tours, and safety inspections to determine if safe work practices are being observed; ensure that unsafe conditions do not exist
- Personally perform safety inspections, and review safety inspection reports and unsafe conditions reported by others. Make or obtain corrections as required to maintain a safe workplace and ensure compliance
- Conduct regular safety meetings with employees to promote safety awareness and compliance with the Safety and Health Policies
- Investigate accidents and assist with completion of accident report forms when required
- Ensure that specific programs (i.e. hazard communication, protection from bloodborne pathogens, hearing conservation, forklift safety/operator certification) are implemented and complied with consistently
- Review safety-related disciplinary actions with the employees

Job Overview + Requirements:

Job Type: Property Manager; approximate salary: \$80,000 annually plus Bonus Program

Work Hours: Full Time; Monday through Friday (weekends may be required as needed)

Training for Position: Supervisory experience with both leasing and maintenance staff

Physical Requirements: Light lifting and carrying

Required Education: College Degree or Applicable Work History

Required Experience: 2-3 years of experience in residential property management; software (Entrata, CRM, etc.)

Certifications: Professional designations, i.e. Certified Professional Manager (CPM), Accredited Residential Manager (ARM), or equivalent industry designation preferred.



Qualities: Demonstrates integrity on a personal and professional level; Exceptional communication, sales, and negotiation skills; Ability to solve problems involving residents and challenging situations

Benefits + Time Off:

Medical – Highmark BlueShield of Northeastern NY – 3 insurance plans with HSA options; eligibility 1st of the month following 30 days.

Dental + Vision – eligibility 1st of the month following 30 days.

Life Insurance – Company paid Basic Life Insurance Policy (1x Annual Salary) with additional Voluntary Life Plans; eligibility 1st of the month following 30 days.

401K Retirement Plan – Voya Financial; Employee Contribution Eligibility at 1st of the month following 90 days; eligible for Employer Match after 1 Year of Service; up to 4% Company Match.

Additional Benefits – Employee Assistance Program; United Concierge Medicine (24/7 telemedicine service, including Mental Health); Calm App premium subscription; Learning Care Group (childcare tuition discount); Dependent Care FSA; Tuition Assistance Program.

PTO – Personal (24 Hours), Sick (56 Hours), and Vacation Time (80 Hours; escalated based on years of service up to 160 Hours); eligibility after 90-day Introductory Period.

Holidays – 10 Company Paid Holidays.

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, disability status, or other protected class covered by law.