

General Manager with National Development at Ink Block

The Opportunity:

To be the Team Leader of the South End's standard for Luxury living at Ink Block which includes 315 luxury rental apartments, 75,000 SF of first rate destination restaurants and retail including a flagship Whole Foods Market. This iconic development anchors an entire block of core urban living which includes high end condominiums an AC by Marriott Hotel (opening Spring 2018) and future development rights which are in an active planning phase. A successful candidate will bring a passion for people, apartment living and trendy neighborhoods to work every day. This key member of the management team will instill a sense of National Development pride in everyone that they interact with. The ideal candidate will have an obsession with understanding residents' mindsets and strive to create extraordinary experiences for customers and employees alike.

As a General Manager (GM), your primary responsibilities include:

- Leading by example and being a role model for the standards and behaviors consistent with the core values and culture of National Development
- Inspiring the team to effectively execute sales, marketing and operational activities that achieve budgeted occupancy and customer retention goals
- Managing the financial performance of the property in accordance with the established budget
- Effectively coaching all team members to understand how they contribute to the big picture
- Creating and delivering timely and accurate financial and operational performance reports to clients and ownership groups that clearly explain operational effectiveness, trends and variances
- Cultivating and maintaining strong, loyal relationships with all constituents—owners, residents, employees and vendors
- Being an expert on the competitive marketplace and effectively coaching the team to proficiency in differentiating the community and National Development from competition
- Partnering with the internal marketing group to develop strategies which position the community as a destination for people seeking engaged and enriched living experiences
- Creating an operating environment that assures consistent guest satisfaction and yields outstanding customer satisfaction ratings and community reviews
- Inspiring the professional growth and development of all team members by encouraging knowledge sharing and collaboration
- Supporting participation in training and educational opportunities

You Create Value by:

- Building a motivating environment that encourages your team to give their very best
- Coaching in the moment and providing team members with opportunities to develop their skills while simultaneously developing your own
- Proactively managing the performance of all team members through performance reviews, regular constructive feedback and development/growth plans
- Connecting with people by engaging in meaningful conversations that demonstrate your concern and genuine desire to make them feel at home
- Taking responsibility for customers' problems, making sure they're solved and treating them like you would your best friend
- You play an active role in making certain the community is impeccable

- You roll up your sleeves and assist team members—no job is “below your pay grade”

What You Bring to Us:

- 10+ years of experience in the property management, hospitality or retail industries
- A track record of success building, developing and retaining high-performing teams
- A track record of building and maintaining strong relationships with clients, investors, ownership groups and vendors
- Experience managing a budget and/or P&L
- Experience with a Revenue Management software platform
- Proficiency with industry software (YARDI), apps and computer programs
- Strong financial skills with a basic knowledge of generally accepted accounting principles (GAAP)
- Outstanding communication skills, both written and verbal
- A sharp professional appearance

What We Bring You:

National Development offers a wide range of insurance options, programs and benefits that let you and your family be healthy and plan for the future. Including:

- Comprehensive and affordable health plans
- Life insurance
- Employee wellness incentives
- Company-matched 401K

We want our team members to be happy and healthy, both personally and professionally. Our benefits take into consideration everything from career development to family matters and health and wellness.

National Development is proudly an Equal Opportunity Employer.