



Assistant Community Manager Jumpstart Checklist
Welcome to Peak Living!

Employee Name
Community Name
Community Manager
Regional Manager
Start Date

This checklist is designed to help you transition into your new role with Peak Living.

We are pleased to have you join our growing team and want you to know that we are available every step of the way!

Things to remember:

- * It is the responsibility of the Community Manager to review this checklist with the new Assistant Manager
- * Task due dates may be pushed to the following workday if it lands on a holiday or regular day off.
- * Always refer to your direct supervisor, then the Peak Living Help Desk for assistance.

Logins and Web Addresses			
Program	Website	If login not received...	✓
Email	http://portal.office.com	Email help@itnow.net	
G&A Partners	https://www.hrpyramid.net/gna/EmployeeLogin	Help Desk Ticket	
Worksight2.0	https://worksight2.gnapartners.com/	Email hr@peakliving.com	
Peak Learning	http://peakliving.yardielearning.com/Dashboard	Help Desk Ticket	
Peak Sync	https://peak.syncedtool.com/auth/login/	Email help@itnow.net	
Peak Living Portal	http://www.mypeakliving.com/homepage	Help Desk Ticket	
OnSite	https://www.on-site.com	Help Desk Ticket <i>after</i> trainings	
Compliance (for LIHTC)	http://www.preferredcompliance.com/	Help Desk Ticket	
Rent Café	https://sitemanager.rentcafe.com/sitemanager/login.aspx	Help Desk Ticket	
Yardi	https://www.yardiaspla5.com/76855peakliving/pages/Login.aspx	Help Desk Ticket	
Peak Help Desk	http://www.peakliving.hesk.com/	N/A	

Getting Started	Due	Done	Notes
Team Introduction	0-Jan		
Property Tour	0-Jan		
Receive keys and access cards; review related procedures	0-Jan		
Review office and service hours, and team schedule	0-Jan		
Manager Check-in: Review onboarding plan & job description	0-Jan		
*Define goals for the first 30 days			
Review employee handbook and career apparel standards	2-Jan		
Test logins and review Peak Living support systems	2-Jan		
Complete assigned eLearning courses	2-Jan		
*Welcome/Legal/General: 4 hrs			
Begin shadowing tours <i>after courses are complete</i>	3-Jan		
*Watch for how to use the guest card, learn the tour path, listen to sales techniques and conversations of the surrounding area			

Learning your Property and Systems	Due	Done	Notes
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Review property details	3-Jan		
*Unit count and spread, floorplans, amenities, pet policy, pricing, etc.			
Answer the phone & respond to emails with property partner	5-Jan		
Lead tours while being shadowed by your property partner	6-Jan		
*Discuss after each tour your strengths and areas of improvement			
*Record traffic with the help of your property partner			
Virtual Orientation: 30 min	12-Jan		
Complete assigned eLearning courses	12-Jan		
*Administrative Basics: 4 hrs			
*Leasing and Sales: 3 hrs OR Leasing at its Peak Virtual Workshop: 2.5 hrs			
*Yardi Service Requests: 1 hr			
Complete assigned eLearning courses	19-Jan		
*Yardi Leasing Basics: 5 hrs			
*Introduction to Affordable: 3 hrs			
*Yardi Advanced Leasing: 4 hrs			
Review resident activity with your property partner	26-Jan		
*Application, move in, notice to vacate, move out, renewal			
Manager Check-In	26-Jan		
*Where are you on your goals?			
*Are there any areas where you need additional help?			
*Set new goals for the next 30 days			
Complete assigned eLearning courses	26-Jan		
*Accounting: 7 hrs			
Complete all leasing functions with your property partner	26-Jan		
*Processing an application, generating a lease, rentable items, etc.			

You are doing great! Continue fine-tuning your skills	Due	Done	Notes
Complete assigned eLearning courses	2-Feb		
*Vendor Partners: 4 hrs			
Property Marketing Review	16-Feb		
*Collateral and Current Advertisements			
*Social media resources and posting protocol			
*Outreach marketing plan & how it ties to current online/offline programs			
*Craigslist with RapidSoft; posting 4x daily with 5+ photos			
Shop your comps to see what the neighbors have	16-Feb		
Manager Check-In	23-Feb		
*Where are you on your goals?			
*Are there any areas where you need additional help?			
*Set new goals for the next 30 days			

Managers: Please complete with your associate and send to training@peakliving.com within 60 days of their start date.

Employee Signature _____ Date _____

Manager Signature _____ Date _____