



Job Description

Job Title – Community Manager

Nature of Work:

Reporting directly to the Chief Housing Officer, the Community Manager is responsible for the day-to-day operations and overall management of an assigned affordable housing community of Affordable Housing Advocates. This position ensures full compliance with federal, state, and local regulations; provides quality customer service to residents; maintains high occupancy levels; and supports the mission of the organization.

The Community Manager supervises on-site functions, including leasing, resident relations, maintenance coordination, compliance activities, and financial management.

As a supervisor and member of the Leadership Team, the Community Manager must maintain confidential information, be dependable and understand the policies and procedures and strategic plan of Affordable Housing Advocates.

Job Essentials:

- Commitment to core values of Excellence, Compassion, Stewardship, and Community.
- Possess the ability to comprehend the importance of and confidential nature of all information.
- Speak, write, read, and understand the English language well enough to perform the essential duties of the job.
- Ability to meet deadlines.
- Possess math skills for adding, subtracting, multiplying, and dividing sufficiently to perform the required tasks.
- Possess the dexterity to use a computer, telephone, and other office equipment.
- Must be able to hear with or without amplification devices.
- Demonstrate critical thinking skills, along with a self-motivated and goal-oriented attitude.

Job Duties:

Property Operations & Oversight

- Responsible for direct oversight and management of the property and associated staff, including being “on-call” 24 hours with the company cell phone and delegating tasks for maximum performance.
- Interviews, and trains site staff; performs annual evaluations of supervised staff.
- Schedules maintenance and on-site personnel. Works with administrative staff, staff members of other housing locations, outside vendors, and service providers.
- Frequently inspects the building(s) and grounds, records deficiencies, and takes action to improve the general appearance and maintenance needs; ensures compliance with federal, state, and local code requirements.

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- Participates in inspections performed by regulators and/or local municipalities.
- Maintains positive working relationships with residents, service providers, licensing and regulatory agencies, funders, municipalities, inspectors, and contractors.

Compliance & Regulatory Requirements

- Uses best efforts to achieve and maintain 100% occupancy of the building(s) through tenant selection and leasing procedures in accordance with the organization's Affirmative Fair Housing Marketing Plan and Equal Housing Opportunity laws and other regulations.
- Accurately maintains waiting lists and interviews new applicants for tenancy; conducts reference and background checks.
- Properly sets up and maintains applicant and tenant records, ensuring confidentiality of documents (hard copy and/or electronic).
- Timely performs certifications (initial, annual, interim) as required.
- Accurately prepares and submits monthly, periodic, and annual transmissions to associated regulators to ensure subsidy payments and compliance.
- Sustains compliance with all applicable procedures and contracts.

Leasing & Resident Services

- Provides building tours for potential tenants.
- Performs move-in inspections with new residents and move-out inspections with former residents.
- Prepares move-out reports to ensure timely return of the security deposit and/or list of reductions in accordance with state law and organizational policy.
- In a timely fashion, responds to written tenant complaints; conducts informal meetings to resolve problems; may refer residents to service agencies for assistance.

Legal & Court Proceedings

- Interprets and enforces lease provisions. Distributes warning notices, lease violations, and prepares and files legal action for eviction as necessary.
- Appears on behalf of the Owner/Agent on residential matters in lower and higher courts as required.

Financial Management

- Assists the Assistant Community Manager with collection of rents and depositing of rental payments; ordering office supplies/equipment; and preparing article(s) for monthly newsletter.
- Analyzes property operations with a view to cost reduction. Reviews and approves bills from vendors/contractors for payment.
- Assists in annual budget preparation for the assigned property; ensures budgets stay on track and the property is maintained at quality standards.

Reporting & Documentation

- Accurately prepares and submits required reports for subsidy payments and compliance.
- Prepares other reporting as requested by the administrative management team.
- Maintains applicant and tenant records, ensuring confidentiality.

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Other Duties:

Other duties as assigned by the Chief Housing Officer and/or the Chief Executive Officer. Please note, this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Education and Experience:

- High school diploma or GED required, along with education/experience in administration, human services, or management.
- Knowledge of residential property management, along with two-five years of compliance experience (i.e., HUD, USDA-RD, PHFA).
- Experience working with various Microsoft Office software programs (Outlook, Word, Excel) and various web applications.
- Experience with OneSite or similar affordable housing software program preferred.
- After the first year of employment, if not previously certified, will be required to participate in Manager of Assisted Housing (or similar) training.
- Well-developed interpersonal skills, time management and crisis management skills; organization and prioritizing abilities; attention to detail and accuracy; sound judgment and reasoning ability; excellent written and oral communications skills; and ability to meet deadlines.

Work Conditions:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, telephones, photocopiers, and filing cabinets. This is a smoke-free environment. Reliable transportation and possession of a valid driver's license are required. The employee may be required to travel throughout the day and commence the workday at various locations.

Physical Demands:

While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand, walk, use hands to finger, handle or feel, and reach with hands and arms. The employee will be seated for long periods of time. The employee may be required to lift items up to 10 pounds.

Supervisory Responsibilities:

The Community Manager supervises the Assistant Community Manager, Janitor, and Maintenance Mechanic assigned to the property.

FLSA Status: Exempt

Signature:

The employee signature below constitutes the employee's understanding of the requirements, essential functions, and duties of the Community Manager position.

Employee

Date