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| **JOB TITL**E | Community Manager | **JOB LEVEL:** |  |

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| **PURPOSE / MISSION (Job Summary)** |
| The Community Manager is responsible for overseeing all phases of property(ies) operations. |

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| DIMENSIONS | |
| **Reports to:** | District Manager |
| **Division/Department:** | Columbus Property Management: Property Management |
| **Leadership / Supervisory Responsibility (i.e., # of employees supervising & job title(s) of direct reports):** | Site Staff, it applicable. |
| **Level:** | Click or tap here to enter text. |

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| ESSENTIAL FUNCTIONS(In order of importance, indicate the essential functions of the position and the percentage of time dedicated to each function.) | | |
| Importance | Major Action and Support Actions | **% of Time**  **(must equal 100%)** |
| **1.** | Oversee all property operations – from leasing, to rent collection, to compliance with applicable regulations, and on site maintenance and CPM policies and procedures and Fair Housing requirements. Supervise all staff as required. | 20% |
| **2.** | Oversee all leasing operations, maintaining waitlists, developing marketing and outreach strategies, process applications and execute leases. Complete move ins issuing resident handbooks are issued and reviewed. | 10% |
| **3.** | Ensure that the required recertification process is complied with on an annual basis, meeting state, local and federal requirements. | 15% |
| **4.** | Coordinate with Resident Services Manager and participate in Resident Services events. Communicate resident concerns to Program Managers and Resident Service Coordinators as needed. | 5% |
| **5.** | Process all rent increases annually, notifying notified of rent increases and lease addendum changes. | 5% |
| **6.** | Ensure rents are collected in a timely manner, negotiate collections of arrearages, and manage all evictions from beginning to resolution in accordance with local requirements. | 10% |
| **7.** | Oversee maintenance and porter staff, insuring property is kept in excellent condition; insuring turns are timely, property is clean and work orders are closed in a timely manner. Walk property daily to identify any issues. | 15% |
| **8.** | Prepare budget, review monthly operating statements identifying any variances, process invoices, and review payables. Obtain approvals as required for major maintenance items. | 10% |
| **9.** | Meet all reporting requirements, internally and externally, and respond to any audit/inspection findings. | 10% |



**DECISION-MAKING:** What type of decisions does this job regularly make?

Select one by clicking the most appropriate box.

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| Strategic | Decisions affect the long-term direction and policy of the entire company. These decisions affect the short-term and long-term performance of Mission First. Strategic decisions are high-risk because their outcomes are largely unknown and have a huge impact. These types of decisions are usually made at the top level of a company. Examples are: new services, acquisitions. |
| Tactical | Decisions focus on intermediate-term issues. The purpose of decisions made at this level is to help move Mission First closer to reaching the strategic goal. Outcomes are predictable. After a decision is made by Top Management or Board of Directors, the next phase is to take the steps needed to implement it. Examples are: The amount of money required to implement, which advertising agency to promote a new service or to provide an incentive plan to employees to encourage increased revenue. |
| Operational | Decisions focus on day-to-day activities within the company. Decisions made at this level help to ensure that daily activities proceed smoothly and therefore help to move the company toward reaching strategic goals. They have short term consequences. Examples are: Handling employee conflicts, purchasing materials needed for operations. |
| Standard | These decisions are those that are repetitive decisions on a recurring basis and are commonly related to daily activities. They are relatively simple, relying on historical data and previous solutions. Examples are: reordering of standard office supplies, handling transactions and handling a step in a property management or property development process. |

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| **QUALIFICATIONS (including competencies, skills, knowledge, certifications)**  (List the MINIMUM qualifications required to perform the essential functions of the position.) | | | |
| **Criteria** | | **Aspect** | **Description** |
| **Profile / Qualifications** | Minimum education | | High School Diploma or GED  Associates Degree  Bachelor’s Degree  Master’s Degree  J.D. Degree  Please note that equivalent years of relevant Exempt work experience may be considered in lieu of a degree. |
| Discipline/Major | | Property Management; Real Estate |
| Additional/Preferred education and Certifications | | High School Diploma or GED  Associates Degree  Bachelor’s Degree  Master’s Degree  J.D. Degree  Click or tap here to enter text. |
| Years and Area of Professional experience (required) | | Minimum of two (2) years’ experience in property management, real estate sales, or other applicable field. |
| Additional experience  (optional) | | Understanding of Property Manager Fundamentals and Practices; as applicable possess a local Property Manager license or obtain the applicable license within first year of employment; LIHTC and AHM certified or will become certified within 12 months of employment date. HQS certification is preferred but not required. |
| Critical Professional related Technical Skills; Computer Skills | | Excellent written and verbal communication skills; good interpersonal skills; strong organizational, analytical, and problem-solving skills; ability to work both independently and as a team member; experience with MS Word and Excel: experience with YARDI (or comparable property management system). |
| Other requirements | | Click or tap here to enter text. |

**Working Conditions**

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| Environment (e.g., prolonged sitting at computer, manufacturing-exposure to hazards, machinery) | Occasional evening or weekend work for leasing or community meetings. |
| Physical (e.g., lifting-physical strain) | Click or tap here to enter text. |

**To Be Completed by Human Resources**

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| **APPROVAL DATE** | Click or tap here to enter text. |
| **APPROVED/CONTROLLED BY** | Click or tap here to enter text. |
| **FLSA STATUS** | Choose an item. |
| **PAY LEVEL** | Click or tap here to enter text. |
| **EEO CODE** | Click or tap here to enter text. |