



Job Description

JOB TITLE	Community Manager	JOB LEVEL:	
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PURPOSE / MISSION (Job Summary)

The Community Manager is responsible for overseeing all phases of operations that affect the tenancy of individuals residing in their assigned portfolio.

DIMENSIONS

Reports to:	Senior Community Manager
Division/Department:	Columbus Property Management: Operations
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.

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.	Perform market comparisons as needed for determining fair market rent.	4%
2.	Oversee recruitment, application, leasing and tenancy of all residents within their assigned portfolio.	3%
3.	Ensure applicants understand their responsibilities and obligations when signing leases and moving into units.	3%
4.	Assist residents in complying with the terms of the lease.	3%
5.	Provide counselling and assistance in the rental subsidy process as needed.	3%
6.	Provide assistance to residents in acquiring skills for coexisting with other residents in a building.	3%
7.	Coordinate with Resident Services Manager and participate in Resident Services events.	3%
8.	Communicate resident concerns to Program Managers and Resident Service Coordinators as needed.	3%
9.	Ensure that all residents in their portfolio are in the best living environment possible.	3%
10.	Ensure residents are notified of rent increases and lease addendum changes and/or provide updates advising residents of any changes in the terms of the lease agreement.	3%
11.	Ensure rents are collected in a timely manner, negotiate collections of arrearages, and manage all evictions from beginning to resolution.	3%

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12.	Ensure that vacancies are filled in a timely manner.	3%
13.	Manage all aspects of the project wait list.	3%
14.	Ensure that all phases of the Recertification Process are completed in a timely manner and according to state, local and federal requirements.	3%
15.	Ensure that resident files are maintained according to CPM and funding program specifications.	3%
16.	Maintain up-to-date knowledge of regulations applicable to residents based on funding source.	3%
17.	Implement periodic scheduled inspections of assigned portfolio including but not limited to resident units, common areas, basements, outdoor spaces, etc and inform the Maintenance Department of needed repairs.	3%
18.	Work closely with maintenance personnel on all building projects.	3%
19.	Compile data in a timely manner for effective reporting.	3%
20.	Provide information to the reporting group for updating the property management system.	3%
21.	Regularly review resident rent payment status and work with the accounting and reporting departments to ensure accurate record keeping.	3%
22.	Ensure that accounts payable are in good standing.	3%
23.	Prepare annual budgets for assigned property/portfolio and compare budget to actual expenses throughout	3%
24.	Participate in the creation and implementation of (CPM's) Marketing Plan.	3%
25.	Establish marketing strategies to meet objectives of the marketing plan.	3%
26.	Oversee all marketing, advertising, and promotional activities in assigned property/portfolio.	3%
27.	Manage all aspects of print production, receipt, and distribution of marketing materials.	3%
28.	Perform and evaluate customer research, market conditions, and competitor data;	3%
29.	Coordinate with other departments while implementing the MTMP.	3%
30.	Maintain current knowledge regarding all applicable local, state, and federal laws and regulations.	3%
31.	Comply with DC Property Manager and LIHTC and AHM certification requirements.	3%
32.	Understand, promote, and project the corporate mission while performing all duties and responsibilities.	3%
33.	Participate in additional and/or special projects as required by management.	3%

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

Select one by clicking the most appropriate box.

<input type="checkbox"/> 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.
<input type="checkbox"/> 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.
<input checked="" type="checkbox"/> 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.
<input type="checkbox"/> 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.

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	<input checked="" type="checkbox"/> High School Diploma or GED <input type="checkbox"/> Associates Degree <input type="checkbox"/> Bachelor's Degree <input type="checkbox"/> Master's Degree <input type="checkbox"/> 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	<input type="checkbox"/> High School Diploma or GED <input type="checkbox"/> Associates Degree <input checked="" type="checkbox"/> Bachelor's Degree <input type="checkbox"/> Master's Degree <input type="checkbox"/> J.D. Degree Click or tap here to enter text.
	Years and Area of Professional experience (required)	Minimum of five (5) years' experience in property management, real estate sales, or other applicable field.

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	Additional experience (optional)	Basic knowledge of DC Property Manager Fundamentals and Practices and possesses a valid DC Property Manager license in the District of Columbia or will 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); ability to effectively interact with a wide variety of personalities; ability to be flexible and adapt to changing priorities; ability to handle multiple responsibilities.
	Other requirements	Click or tap here to enter text.

Working Conditions

Environment (e.g., prolonged sitting at computer, manufacturing-exposure to hazards, machinery)	Licensed to drive a motor vehicle; access to an insured motor vehicle in good working condition that will be driven daily for the job; available to work past normal business hours, evenings, and/or weekends to recruit residents, show and/or lease units, and complete re-certifications or special projects as needed.
Physical (e.g., lifting-physical strain)	Ability to walk up and down multiple flights of stairs; ability to climb a twelve-foot ladder; ability to get under and behind piping close to walls and/or floors; ability to walk for five consecutive hours in a day.

To Be Completed by Human Resources

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.

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