



Job Description

JOB TITLE	Assistant Community Manager	JOB LEVEL:	
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PURPOSE / MISSION (Job Summary)
The Assistant Community Manager assists the Community Manager in complying with all phases of operations that affect the tenancy of the individuals within his/her assigned portfolio.

DIMENSIONS	
Reports to:	Community Manager
Division/Department:	Columbus Property Management: Operations
Leadership / Supervisory Responsibility (i.e., # of employees supervising & job title(s) of direct reports):	N/A
Level:	

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.	Assist with recruitment, application, leasing and tenancy of all residents within the assigned portfolio.	15%
2.	Assist in ensuring that applicants meet the funder requirements of the units prior to leasing.	15%
3.	Assists applicants in understanding their responsibilities and obligations when signing leases and moving into units.	10%
4.	Assist residents in complying with the terms of the lease.	10%
5.	Provide counselling and assistance in the rental subsidy process as needed.	10%
6.	Assist with resident notification of rent increases and lease addendum changes and/or assist in advising residents of any changes in the terms of the lease agreement.	10%
7.	Assist with ensuring rents are collected in a timely manner, negotiating collections of arrearages, and with evictions from beginning to resolution.	10%
8.	Assist in maintaining resident files according to CPM and funding program specifications.	10%
9.	Assist with maintaining up-to-date knowledge of regulations applicable to residents based on funding source.	10%
10.	Understand, promote, and project the corporate mission while performing all duties and responsibilities.	10%

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11.	Participate in additional and/or special projects as required by management.	10%
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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	
	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

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	Years and Area of Professional experience (required)	Minimum three (3) years' experience in property management, real estate sales or other applicable field
	Additional experience (optional)	
	Critical Professional related Technical Skills; Computer Skills	Excellent written and verbal communication skills; good interpersonal skills; strong organizational, analytical, and problem resolution 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	DC Property Manager and LIHTC and AHM certifications required.

Working Conditions

Environment (e.g., prolonged sitting at computer, manufacturing-exposure to hazards, machinery)	Ability to sit for a prolonged period of time; Licensed to drive a motor vehicle; access to an insured motor vehicle in good working condition that will be driven as needed for the job; available to work evenings and/or weekends to recruit residents, show and/or lease units, or complete special projects as required by management.
Physical (e.g., lifting-physical strain)	Climb stairs; ability to get under and behind piping close to walls and/or floors.

Employee Name: _____ Employee Signature: _____ Date: _____

Manager Name: _____ Manager Signature: _____ Date: _____

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To Be Completed by Human Resources

APPROVAL DATE	
APPROVED/CONTROLLED BY	
FLSA STATUS	
PAY LEVEL	
EEO CODE	

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