

Community Service Programs of West Alabama, Inc.

Job Description

Position Title: Community Manager

Department: Housing/Property Management

Reports To: Property, Facilities, and Asset Manager

Employment Classification: Regular, Full-time, Non-Exempt, Safety-sensitive

Work Schedule: M-Th 8:00 a.m. – 6:00 p.m.; F 8:00 a.m. – 12 noon
Grade/Salary: Grade III: Salary – Depending experience

Summary of Duties:

Oversees all sales, customer service, to include exceptional management skills to handle the day-to-day operations of an apartment community and its staff. Responsible for handling activities related to CSP's low income housing tax credit developments, single family houses, HUD 811 developments, HUD 202 developments and other housing developments which CSP may develop in the future.

Essential duties and responsibilities: *other duties may be assigned by the supervisor*

Management

- Maintain accurate physical and fiscal records of assets of the community.
- Completes all resident move-ins, move-outs, transfers and renewals.
- Supervise and motivate onsite personnel to achieve the operational goals of the property.
- Liaise and collaborate with senior management.
- Ability to professionally resolve resident and employee issues.
- Uphold and enforce all company policies, processes, and procedures.
- Assure compliance with all regulations related to maintenance of properties, rentals and sales of properties, and reporting of housing activities including:
 - Tenant files
 - Property conditions and maintenance.
- Performance or oversee all activities related to accepting and processing applications, lease signings, moving and occupancy
- Maintain acceptable occupancy levels in rental units by maintaining wait lists, and conducting outreach and marketing activities
- Complete all activities related to marketing and sales of lease/purchase units.
- Coordinate with the Fiscal Department to ensure timely collection of rent from rental units on a monthly basis.
- Oversee all repairs to rental developments

Community Manager

Job Description

Page 2 of 4

- Perform other duties and responsibilities as assigned by the Supervisor.

Leasing

- Work in collaboration with leasing consultants and marketing team to develop and implement appropriate marketing strategies.
- Conduct tours of the grounds of the community and show apartments to prospective residents.
- Sell the community over the phone/internet to convert leads to on-site tours.
- Greet all individuals that enter the leasing office in a friendly and professional manner.
- Maintain thorough product knowledge of the property (floor plans, amenities, etc.) and the local community
- Apply product knowledge to prospective residents' needs by effectively communicating features and benefits
- Represent the company in a professional manner at all times.

Customer Service/ Resident Services

- Develop and maintain professional relationships with prospective and current residents.
- Engage residents in active and passive programming that fosters community and financial capability.
- Accept maintenance request, submit maintenance tickets, and complete follow-up to ensure satisfaction.
- Handle resident calls and in-person concerns
- Respect boundaries of tenant confidentiality, ensure safety and uphold both local and Federal Fair Housing Laws.

Administrative

- Accurately prepare and be thoroughly knowledgeable with all applications, lease documents and related paperwork.
- Collect and process rental payments.
- Facilitate the move-in and move-out.
- Maintain property records
- Develop and/or maintain orientation and resident manual(s) and portfolio newsletter
- Distribute, gather and analyze periodic or annual resident surveys

Qualifications: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Education and Experience:

- Possession of a related to Business Administration, or related to management of real estate, project management, or finance; AND/OR
- Minimum of three years of work experience in property management, real estate asset management or real estate finance is required.
- Must have experience with budgeting, leasing, and financial reporting; and an understanding of managing HUD, HOME and LIHTC properties; and market and commercial units.
- Solid working knowledge of productivity software is required.

Certificates, Licenses, Registrations:

- ◆ Valid Driver's License with liability insurance.
- ◆ Ability to gain certifications:
 - Housing Tax Credit Compliance within twelve months employment.

Language Skills:

- ◆ Ability to communicate to diverse populations.
- ◆ Ability to effectively present information to tenants, staff and board members.
- ◆ Ability to communicate to program participants and funding sources.

Mathematical Skills:

- ◆ Ability to do complex mathematical computations.

Reasoning Ability:

- ◆ Ability to analyze problems confronted by residents and program participants.
- ◆ Ability to define problems and draw valid conclusions.

Other Skills and Abilities:

- ◆ Strong organizational skills.
- ◆ Exceptional interpersonal and people skills.
- ◆ Professional demeanor, honesty and integrity.
- ◆ Ability to read and comprehend financial statements.
- ◆ Ability to work with and develop spreadsheets.
- ◆ Effective oral and written communication abilities.
- ◆ Ability to read and comprehend regulatory language.
- ◆ Ability to develop effective working relationships with program partners.
- ◆ Sensitivity to multi-racial and multi-cultural issues.
- ◆ Ability to develop rapport quickly and easily.
- ◆ Ability to work independently without direct supervision.
- ◆ Ability to meet deadlines.

Physical Demands: *The physical demands listed described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable*

Community Manager

Job Description

Page 4 of 4

accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities previously mentioned.

While performing the duties of this job, the employee is routinely required to stand, walk, talk, hear, climb, kneel, crawl, and sit. Specific vision abilities required by this job include vision to operate a motor vehicle and a computer. Multiple demands from several people are frequently required of the employee. The ability to write, read, listen, and speak is required of this employee.

Extensive writing is required and extended periods on the computer are customary.

Work Environment: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions.*

The noise level is variable in the work environment. Work is performed indoors and outdoors. The employee is expected to operate a computer, telephone and personal automobile.

The information contained in the job description is for compliance with the American with Disabilities Act (ADA) and is not an exhaustive list of the duties performed for this position. Additional duties may be assigned by the supervisor.

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