



## COMMUNITY MANAGER

### GENERAL SUMMARY

The Community Manager ensures that all aspects of the site operate smoothly and efficiently through planning and implementing appropriate procedures, and directing the tasks of other site staff. The Community Manager reports to the Regional/Senior Manager. The ability to effectively meet and deal with the public, communicate effectively both verbally and in writing and the ability to handle stressful situations are necessary abilities for this position.

### MAJOR RESPONSIBILITIES

1. Prepares annual budget.
2. Monitors budget process and writes variance report for Regional/Senior Manager upon request.
3. Completes monthly, quarterly and year-end reports as required.
4. Maintains accurate payroll records. Submits staff hours to main office payroll department and dispatches checks.
5. Issues purchase orders as required and processes invoices for payment weekly.
6. Markets and leases property according to Taymil policies and applicable state and federal laws. Trains leasing agents in this area.
7. Must be flexible for leasing hours and apartment showings. There may be times when work on a weekend is required to accommodate this.
8. Maintains advertising log and completes market surveys. Implement Affirmative Fair Housing Marketing Plan for HAP units.
9. Maintains traffic reports and keeps an apartment wait list according to the HUD 4350 manual.
10. Processes rental applications including verification of credit, employment and landlord history according to the Taymil Resident Selection Criteria for market units and HUD approved Resident Selection Plan for HAP units.
11. Renews leases and implements rent increases. Processes monthly re-certifications and interims for HAP units according to the HUD 4350 manual.
12. Develops marketing program. Monitors trends in the market and determines frequency and advertising needs. Prepares advertising copies for newspapers and other media. Maintains advertising log and completes market surveys.
13. Maintains traffic reports and keeps an apartment wait list.
14. Processes rental applications including verification of credit, employment and landlord history.
15. Renews leases and implements rent increases.
16. Provides newsletters and social and recreational programs for residents.
17. Confronts and resolves resident problems, conflicts and lease violations. Documents these activities.
18. Processes rent collections. Follows through with delinquent account procedures including evictions.
19. Receives and dispatches maintenance requests. Ensures that all work orders are completed in an efficient and timely manner.
20. Supervises staff and outside contractors. Establishes grounds and maintenance schedules.
21. Coordinates and monitors apartment make-ready procedures.

22. Ensures that property is maintained in a clean, safe and attractive manner at all times through weekly site inspections.
23. Maintains petty cash account and monthly reconciliation.
24. Keeps written record of all property utilities.
25. Reports any and all accidents and emergency situations to the main office and immediately prepares proper incident reports.
26. Knowledge and working experience with Microsoft applications including Outlook and Office.

## **SUPERVISION EXERCISED**

Supervises all property staff, including leasing consultants, office staff and maintenance supervisor. The number of staff members supervised depends upon the size and location of the property.

## **TOOLS AND EQUIPMENT USED**

Knowledge of multi-line telephone system, Microsoft Outlook, Microsoft Office and copy/fax/scan machine(s)

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by a community manager to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close peripheral vision, depth perception and the ability to adjust focus.

## **SELECTION GUIDELINES**

Formal application rating of experience and education, oral interview and reference check, job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.