



Title:	Assistant Community Manager	Department:	Property Management
Hours:	Full-time; 40 hours a week	FLSA:	Non-Exempt
Salary Range:	\$17.00 - \$19.00 / hourly	Reports to:	Community Manager
Benefits Package:	Full benefits package including; Medical, Dental, Vision, 403B, Supplemental Insurance and more		

***There is a \$500 hiring bonus for this position after 60 days of employment. Two years of Property Management experience required.**

Overview:

Responsible for assisting the Community Manager in maintaining the physical asset and maximizing the financial returns from that asset in accordance with the company’s objectives while promoting the Company’s professional standards of quality. Assists Community Manager and supervisors with special projects and administrative tasks. Assists in assuring staff compliance with company policies and procedures. 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 with disabilities to perform the essential functions.

Essential Job Duties:

Relationships:

1. Reports to Community Manager.
2. Assists in maintaining relationships with all residents, ensuring consistent application of property policies.
3. Assists in maintaining relationships with other departments within the Company.
4. Assists in maintaining relationships with the community and the profession.
5. Assists in maintaining relationships with suppliers, vendors and professionals servicing the Company or property.

Resident Relations:

1. Responds to resident inquiries, complaints and concerns promptly; enforcement of apartment community rules and regulations.

Financial Reporting and Control as directed by the Portfolio Manager:

1. Collects rents when due; properly use software for recording rents and activity.
2. Maintain accurate accounting records. .

Marketing and Leasing:

1. Show units and process applications on line for credit and criminal reports, assists in supervising the Leasing Staff and Maintenance Personnel, if appropriate; assists in preparation of advertising and marketing program.

2. Assists in preparation of regular market surveys and assists in preparation of weekly and monthly reports; review rental applications and lease forms for accuracy and compliance with resident policy.
3. Make recommendations to improve marketing and leasing programs. Log appropriate accounting transactions as they take place. Answer the phone and take messages while maintaining traffic log.

Office duties:

1. Answer phone and take messages.
2. Checks and sorts mail
3. Assists manager with processing invoices, work orders, waiting list applications and voicemails, and applicant housing and income packets.
4. Assists manager with maintaining a clean, tidy, and organized office by filing paperwork, ordering office supplies, and archiving documents as needed.

Non-Essential Job Duties:

1. Ability to manage and prioritize multiple demands and tasks.
2. Other duties as assigned.

Requirements:

- Required education GED or High School Degree.
- Preferred 1-2 years affordable property management experience.
- Exceptional reading, writing and typing communication skills.
- Must have tax credit/compliance experience.
- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers and decimals. Use Microsoft products and quickly learn new property management software programs.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Ability to handle finances and work within a budget. Appearance compatible with image of property, positive attitude, good sense of humor, energetic, assertive and capable role model for subordinates.
- Demonstrated integrity on personal as well as professional level.
- Attentive to details and ability to interact with a wide range of people.
- Ability to solve problems involving residents, personnel, finances, equipment failure, emergency situations, etc.
- Ability and willingness to substitute for any leasing responsibility, unit cleaning, grounds pick-up, receptionist, and other work as may be reasonably directed by the Community Manager.

Physical Demands:

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

- While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel.
- The employee frequently is required to walk, sit, and talk or hear.
- The employee is occasionally required to stand; climb or balance; stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- Ability to work in a general office environment as well as outdoor environment. Possible exposure to weather—heat, wet, cold, wind, and noise.

We at Housing Hope are trauma-informed and committed to excelling in creating a holistic, diverse, inclusive, uplifting and appreciative environment. We endeavor to be inter-culturally competent and trauma informed in all our practices and procedures. This simply means that we are attentive to the needs of the workforce. We embrace and practice a high standard of diversity and inclusion and strive for equity for all persons regardless of race, color, religion, citizenship, national origin, veteran status, marital status, political affiliation, sexual orientation, gender identity, disability, sex, age, status in regard to public assistance, or any other basis protected by local, state or federal law.