



Position Description

Position Title:	Community Manager	Department:	Property Management
Reports to:	Regional Property Manager	Employment Status:	Full-Time
FLSA Status:	Exempt	Date Created:	February 2020

Summary

The primary purpose of this position is to perform managerial and supervisory work involving the day-to-day management and operation of an assigned housing community. The incumbent is responsible for enforcing lease agreements and timely rent payments by residents, and ensuring that all housing procedures are adhered to and that units are compliant with applicable regulations.

All activities must support Columbia Housing's ("CH") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Oversees the work of staff, and provides functional supervision to staff including, but not limited to: assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting new employees, training, acting on employee problems, and recommending and implementing discipline.
- Oversees assigned property or properties; ensures the properties meet the leasing, occupancy and physical condition requirements of the Public Housing Assessment System (PHAS); maintains the grounds and units in compliance with the Uniform Physical Standards (UPCS).
- Provides customer service to residents and the general public; responds to requests in a prompt and courteous manner; engages residents in CH mission.
- Oversees orientation for new residents, shows unit, explains lease, and briefs them on CH policies and procedures.
- Supervises the calculation of rent adjustments for incoming, continued occupancy, and vacated units; maintains and monitors delinquent rent roll, issues delinquent notices and late payment charges, and initiates corrective action.
- Refers residents to social service agencies for financial or other assistance.
- Advises residents of lease violations and eviction proceedings; interacts with counsel regarding resident evictions and attends hearings.
- Maintains inventory of property designated to the assigned development.
- Prepares or supervises the preparation of all weekly, monthly, and annual reports relating to assigned developments; maintains reports and submits to appropriate department(s) or agencies.
- Actively participates in and develops tenant association activities for all housing under supervision; meets with leaders to plan meetings and suggest ideas to improve participation and resolve problems.
- Supervises or performs the annual recertification of residents; monitors, prepares and distributes annual recertification notices; ensures accuracy of data.
- Conducts or supervises inspections; signs and explains inspection reports.
- Supervises the annual reviews of tenants and the housekeeping inspections of dwelling units.



Position Description

- Calculates and/or monitors any repairs and prepares any required billing statements.
- Supervises maintenance work orders for all potential and existing vacancies under supervision in coordination with the Superintendent.
- Initiates transfer requests; monitors the results and responds with follow-up supervision.
- Reports all significant developments to the Regional Property Manager.
- Prepares or supervises the preparation of late rent notices, eviction notices or other violation form notices.
- Counsels or supervises the counseling of tenants who are not complying with policies and procedures or who have delinquent rent problems; develops solution for alternative payment methods.
- Partners with or recruits groups and agencies capable of rendering various services to tenants.
- Reviews ledgers and makes adjustments; prepares and maintains forms, records and reports.
- Supervises the maintenance records of all units.
- Performs periodic drive-by or walk-by inspections of buildings and grounds; resolves unsatisfactory conditions with residents; initiates lease termination proceedings when warranted.
- Performs administrative tasks including maintenance of resident files and inventory records; preparation of reports required by US Department of Housing and Urban Development ("HUD") and CH; submission of purchase requests; maintenance of petty cash fund.
- Continually evaluates the effectiveness and productivity of the housing operations and staff and develops and implements operational improvement programs as required; establishes policies and procedures.
- Coordinates maintenance activities with Superintendent; takes corrective action when needed.
- Monitors expenditures and takes corrective action to ensure compliance with approved budget.
- Responds to emergency calls after hours and on weekends on a backup basis.
- Attends departmental and CH-wide staff meetings and training sessions as scheduled during and after normal business hours.
- Performs other related work duties as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Leadership: Provides direction by clearly and effectively setting course of action for department and subordinates; manages performance by providing regular feedback and reinforcement to subordinates.

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of CH. Uses appropriate judgment & decision making in accordance with level of responsibility.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.



Position Description

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Job Competencies

- Knowledge of HUD, federal, state, and local laws and regulations, as well as CH policies and procedures related to the position.
- Knowledge of the regulations affecting CH's housing programs and demonstrated ability to understand the terms, conditions, and content of CH's standard operating procedures for property management.
- Knowledge of the proper CH procedures for collecting, processing, and recording rental transactions.
- Skills in the operation of commonly used office equipment, especially the use of personal computers for word processing and spreadsheet applications.
- Skills in providing instruction on the HUD and CH program requirements to potential participants.
- Skills in customer service and resident relations.
- Ability to prepare and present ideas in English, in a clear and concise manner, both orally and in writing.
- Ability to perform program-required computations with speed and accuracy.
- Ability to orient other employees and to explain organizational policies, rules regulations, and procedures.
- Ability to interpret HUD, federal, state, and local laws and regulations, as well as CH policies and procedures related to the position.
- Ability to assist in the hiring of new employees, evaluate performance of subordinates accurately and timely, correct deficiencies, and to guide and assign personnel.
- Ability to establish, monitor, and achieve objectives through skillful delegation of duties.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials. Ability to communicate with people from a broad range of socio-economic backgrounds.



Position Description

Education and/or Experience

Bachelor's Degree in Business Administration, Public Administration, or related field and a minimum of three (3) years of experience in the management of a housing development, including a minimum of one (1) year in a supervisory capacity. An equivalent combination of education and experience may be considered.

Must possess or have the ability to obtain a Public Housing Manager Certification and Low Income Housing Tax Credit Certification within one (1) year of employment.

This position requires regular driving for business purposes. The incumbent is required to possess a valid driver's license and must have the ability to be insurable under CH's automobile insurance plan at the standard rate.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

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.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

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 with disabilities to perform the essential functions.

Office environment and CH properties. CH properties may cause the employee to experience a range in temperatures and other weather conditions, loud noise levels, and an environment that is more hazardous than a standard office environment. This position may be required to work with contractors as well as CH residents. The position requires the availability to work outside of the established CH working hours.

This position is considered "safety sensitive" and is subject to random testing.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]



Position Description