

**MID PENINSULA HOUSING COALITION
JOB DESCRIPTION**

JOB TITLE: ASSISTANT COMMUNITY MANAGER
DEPARTMENT: PROPERTY MANAGEMENT
SUPERVISOR: COMMUNITY MANAGER
FLSA STATUS: NON-EXEMPT
PREPARED DATE: MAY 2009

SUMMARY

This position reports to a Community Manager and has the responsibility of supporting daily operations, effective running of the office and office systems, file maintenance, timely and accurate report generation, rent collections/deposits, and curb appeal. Key areas of responsibility are: Fiscal Performance/ Management, Compliance, Facilities Management, Risk Management, and Resident Relations

Working Relations:

Internal:

- Maintains positive working relations with Mid-Pen staff with special emphasis on site Services, and Facilities/Maintenance personnel

ESSENTIAL JOB FUNCTIONS:

ASSISTS IN ACHIEVING STRONG FISCAL PERFORMANCE

- Assists in rent collection
- Issues tenant notices; prepares and tracks move-in and move-out forms and related resident actions
- Makes appointments with residents for income verification and assists in completion of re-certifications
- Purchases general office supplies at direction and approval of CM
- Prepares bank deposits
- Assists in completing annual Welfare Exemption documents
- Logs petty cash use
- Assists with timely completion of security deposits

ASSISTS IN ACHIEVING SOLID REGULATORY COMPLIANCE

- Maintains required property files
- Stays current with FHA, HUD and all relevant MPHC policies and procedures
- Obtains required certifications, e.g. TCAC, COS

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ACHIEVES SOLID REGULATORY COMPLIANCE (continued)

- Assists with recert completion
- Assists with maintaining Waiting Lists and software data files
- Assists with MOR/TCAC reviews

FACILITIES MANAGEMENT AND MAINTENANCE

- Conducts daily inspection of property to identify maintenance issues in need of correction
- Participate in/coordinate interior and exterior inspections with MPHC Facilities staff including Preventative Maintenance crew members
- Ensures all work orders are documented and completed in a timely, efficient manner

RISK MANAGEMENT

- Assists in maintaining security and confidentiality of all resident and Mid-Pen files and documents
- Assists in enduring that emergency preparedness procedures are in place and well communicated to residents in case of fire/disaster/earthquake
- Develops and maintains positive working relationships with local police and fire personnel
- Helps ensure fire extinguishers are inspected and in good working order
- Assists in identifying and resolving site security issues
- Helps make sure incident reports are filed within 24 hours of an incident.
- Adheres to Mid-Pen's business ethics

RESIDENT/TENANT MANAGEMENT

- Provides applications to potential residents and ensures they are complete and accurate; tracks all documents as required
- Updates Wait List annually; sends update letters to prospective residents
- Schedules vacant units for occupancy
- Takes charge of resident events, communications (flyers, newsletters, board notices)
- Ensures high resident satisfaction rate
- Handles logistics for resident meetings
- Tracks evictions and participates in eviction procedures
- Maintains standard business operating hours.

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MARKETING

- Collects market survey data
- Prepares lease agreements and attachments
- Processes applications

OTHER – Performs other assignments as requested.

QUALIFICATIONS

- High School diploma, GED or certificate of completion from trade school and 1 year related experience and/or training or equivalent combination of education and experience
- 1+ years residential property management experience; multi-family a plus
- Current knowledge of Fair Housing laws; required to pass FHA test within first 60 days of employment
- Tax credit background. Ability to pass TCAT or COS course within 6 months of employment at company expense
- Demonstrated competence with MS Word, Excel, Outlook; other property management software a plus.
- Ability to pass basic business math est. with passing score of 75%, e.g. add, subtract, multiply, divide calculate percentages, etc.
- Ability to read, write and comprehend instructions, short correspondence and memos.
- Ability to effectively present information in one-on-one and small group situations to residents
- Ability to take direction and follow through to achieve measurable results
- Close attention to detail
- Relates well to people
- Reliable transportation CA Drivers License, DMV clearance