

**MID PENINSULA HOUSING COALITION
JOB DESCRIPTION**

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

SUMMARY:

This position reports to a Property Manager for Mid-Peninsula Housing Management Corporation and has responsibility for the daily operations of one or more properties, achieving solid fiscal performance, strong regulatory compliance, good physical integrity and strong teamwork. Key areas of responsibilities are: Fiscal Management, Compliance, Facilities Management, Risk Management, Tenant Management, Employee Supervision, Community Outreach and Internal Partnering.

Working Relations:

Internal: Supervises one or more Assistant Community managers and one or more maintenance/groundskeeper staff members

External: Maintains positive relations with local community groups and associations As well as government officials and police and fire department personnel

ESSENTIAL JOB FUNCTIONS:

ACHIEVES STRONG FISCAL PERFORMANCE

- Collects rents, security deposits, makes bank deposits and verifies resident income
- Ensures timely and accurate recertifications, both interim and annual
- Manages delinquent accounts, resident receivables and petty cash
- Ensures correct accounting for all site money and charges
- Regularly processes all invoices and submits them to Accounting for payment according to MidPen policies and procedures
- Assists PM
 - In completing annual Welfare Exemption documents
 - In compiling data for quarterly Replacement Reserve Draws
 - In completing monthly variance budget reports
- Assists PM with annual budget preparation and monitors fiscal status of the property accordingly
- Approves expenses according to company policy
- Completes timely security deposit reimbursements
- Completes all audit open items

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ACHIEVE SOLID REGULATORY COMPLIANCE

- Obtains all required program certifications and stays current with compliance and regulatory requirements (e.g. Fair Housing, HUD, TCAC, COS) and ensures property and staff are in total strict compliance
- Completes annual and interim re-certifications accurately and on schedule
- Assists with completion of MOR/TCAC reviews
- Maintains property files in accordance with regulatory guidelines and in accordance with Mid Pen policies and procedures, e.g. Waiting Lists and software data files

FACILITY MANAGEMENT AND MAINTENANCE

- Establishes, executes and monitors a preventive maintenance schedule for each property in liaison with Facilities Coordinator
- Coordinates periodic interior and exterior inspections with Preventive Maintenance Lead and maintains property files accordingly
- Conducts daily inspection/walk through of property to identify maintenance issues in need of correction
- For work orders:
 - Initiates maintenance work orders and monitors repair status toward completion
 - Ensures all work orders are completed and documented in a timely and efficient manner
- Ensures turnover of vacant units in 3-6 days
- Maintains curb appeal:
 - Provides cost effective solutions
 - Achieves satisfactory performance on grading form at all times
- Keeps property in compliance with fire and safety code, hazardous materials regulations, and OSHA
- Maintains property Material Safety Data Sheet (MSDS) records
- Maintains updated map of the location of all utility routing and cut offs including water, gas, sewer electrical, telephone and TV
- Insures that purchased maintenance supplies confirm to MPHC quality specification

RISK MANAGEMENT

- Ensures security and confidentiality of all resident and Mid-Pen files and documents
- Ensures emergency preparedness procedures are in place and well communicated to residents in case of fire/disaster/earthquake
- Develops and maintains a positive working relationships with local police and fire personnel
- Ensures fire extinguishers are inspected and in good working order
- Identifies and resolves site security issues
- Completes incident reports within 24 hours of incident
- Complete employee accident reports and send documentation to HR
- Adheres to Mid-Pen's business ethics

RESIDENT RELATIONS/MANAGEMENT

- Orients new residents to building site, policies, procedures
- Responds effectively to tenant complaints and provides timely problem resolution
- Processes evictions in compliance with regulatory guidelines, court orders and/or upon direction by Property Manager
- Enforces resident lease and house rules
- Ensures high resident satisfaction levels
- Attends resident/owner meetings
- Maintains standard business operating hours

COMMUNITY OUTREACH/INTERNAL PARTNERING

- Participates in community related events, e.g. Neighborhood Watch
- Maintains positive working relationships with local government officials, e.g. police, fire
- Develops positive working relationships with co workers and peers

EMPLOYEE SUPERVISION/MANAGEMENT

- Participates in staff hiring decisions and orients new employees to site operations
- Provides regular performance feedback to employees
- Prepares staff work schedules, e.g. maintenance, leasing agents, temps, ACM's
- Approves time sheets and time-offs
- Conducts performance reviews according to mid-Pen policy and guidelines; meets with staff monthly to provide performance feedback
- Supports Mid-Pen's problem solving policy and process for resolving employee issues and escalates to his/her Property Manager and/or HR as needed
- Ensures a positive, team-oriented work environment

MARKETING

- Markets units in accordance with approved marketing plan
- Uses site software to enter all relevant transactions in a timely manner
- Adheres to waiting list guidelines; screens applicants
- Reviews all rental applications and leases for accuracy and completeness
- Obtains required documentation, completes certifications

OTHER – Performs other assignments as requested

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QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential function 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.

- 2 year degree preferred, or certificate of completion from a trade school and 1+ years related experience and/or training or equivalent combination of education and experience.
- TCS or COS certified or ability to become certified within 6 months of employment at company expense
- 3+ years multi family residential property management experience – minimum two years Affordable Housing experience
- One (1) year supervisory experience
- Current knowledge of Fair Housing laws; required to pass FHA test within first 60 days.
- Demonstrated competence with Microsoft Word, Excel, Outlook and such property management software as MRI, Yardi, or Boston Post
- Ability to pass basic business math test with passing score of 75%, e.g. add, subtract, multiply, divide, calculate percentages, etc.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals.
- Ability to write business/professional reports and correspondence, e.g. letters to tenants.
- Ability to speak effectively before groups of residents
- Ability to take direction and follow through to achieve measurable results
- High attention to detail
- Reliable transportation CA Drivers License, DMV clearance

Employee Signature

Date