

JOB DESCRIPTION

JOB TITLE: Community Manager

DATE: 1/12/2017

DIVISION: Property Management

REPORTS

DIRECTLY TO: Assistant Director of Property Management

POSITION OBJECTIVE

The position of Community Manager (CM) is the site property management person and typically responsible for market rate properties which include apartments, commercial space, office space, restaurants, retail and other commercial uses. The CM is responsible for the overall management of the site(s) including planning, budgeting, marketing (outreach), fiscal management, maintenance oversight and property administration.

JOB RESPONSIBILITIES

- Preparation and administration of the property budget(s), including control of monthly expenses. Ensure all financial reporting, records and paperwork required of the position is correct and submitted in a timely fashion.
- Ensure all rents and all monies for the site(s) are collected as well as proper depositing and record keeping is in place.
- Ensure all rents are collected on time, and that leases are renewed and evictions processed on a timely basis.
- Review all occupancy reports and initiate marketing/outreach strategy accordingly.
- Ensure established Resident Selection Criteria is being followed and all documents associated with a resident move -in are in place and accurate before filing.
- Ensure all maintenance performed on his/her properties is performed to company standards and in a timely manner.
- Inspect the property on a regular basis, ensure all necessary improvements and repairs are addressed in a timely manner.
- Develop and implement positive relationship with tenants.

VALUES, SKILLS, KNOWLEDGE AND ABILITIES

- **Commitment.** Firm commitment to company's core values: Partnership, Innovation, Sincerity, and Stewardship. See Mission, Vision, Values on the following page.
- **Passion.** Demonstrate passion for people, urban areas, neighborhood revitalization, and mixed income housing.
- **Problem Solving.** Must embrace challenges and be able to effectively solve problems and do so with a positive attitude.
- **Education Degree.** Minimum 2-year degree
- **Personal Growth.** Have the desire and internal fortitude to give of your time, talents and resources to become the best version of you in order to positively impact others and the company.

- **Computer and Technical Skills.** Should be able to embrace and adapt to technology required to fulfill responsibilities of this position, to include Microsoft Office, Yardi Software Systems and other required software, or equal. Ability to complete the following reports:
 - Weekly Progress Report
 - Monthly Progress Report
 - Other Reports as Required
- **Professional Experience.** 3 years or more experience in property management preferred
- **Industry Knowledge.** Due to the variety of building types and tenants, a wide breadth of knowledge is desired. This knowledge includes:
 - Familiarity with basic apartment building systems, historic buildings, residential leases, commercial leases, and maintenance standards.
 - An understanding of industry trends and innovations to be able to translate to Model Properties projects.
- **Team-oriented.** Committed to working in a collaborative team environment.
- **Communication.** Developed writing and verbal communication skills and the ability to work effectively with other team members.
- **Time Management.** Developed organizational, planning and time management abilities utilized to solve problems creatively, manage/schedule multiple priorities, and adherence of deadlines.
- **Budgetary Skills.** Prepare and manage budgets, including preparation of funding requests, project proposals, change orders, and invoices. Responsible for ensuring all are approved, contracted and paid on time as needed to keep a project moving forward.

The job description does not include all duties performed by the incumbent. Employees will be required to perform additional duties as directed by their supervisor. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

Vision & Values

OUR MISSION

To positively transform communities.

OUR VISION

To become the leader in transformational real estate development in every community we serve.

CORE VALUES

Our culture is very important to us. These four core values are at the heart of everything we do.

Partnership – Partnership is our most important core value. Whether we are working with a community, a neighborhood non-profit or an investor, we treasure our relationships. In all of our relationships, we strive to listen first, and then solve problems. We believe in finding win-wins with our partners. Because we have been and will continue to be in business for a long time, we approach all of our relationships with a long term perspective.

Innovation – Our founder, Art Reckman, instilled in us an entrepreneurial spirit that possesses the insatiable desire to continuously reinvent the way we achieve our mission. We are a pioneering company, unafraid of change. We are always looking for a better way.

Sincerity – We believe in an open, up-front way of conducting ourselves. We act with honesty in our relationships while treating one another with mutual respect. Our actions are transparent to and genuine with others.

Stewardship - We strive to be stewards of the resources entrusted to us, including financial capital, our staff's time and community assets. We give back to our communities through responsible development, construction and management, and through community service.