

JOB DESCRIPTION FORM

POSITION TITLE: COMMUNITY LEADER

REPORTS TO: REGIONAL LEADER

POSITION SUMMARY: As the person with one of the greatest opportunities to improve the lives of residents, the Community Leader is responsible for assuring that the residents receive prompt, efficient, courteous and quality service. In order to execute this responsibility, the Community Leader supervises the general administration and physical operation of the property. The Community Leader provides direction to and assurance that the rental program is properly executed; the systems, buildings and equipment are properly maintained; and excellent resident relations are provided.

ESSENTIAL DUTIES:

- Lead and maintain a rental office in accordance with Home Leasing's best practices.
- Oversee and lead the maintenance team to ensure that all maintenance related tasks are being fulfilled. including but not limited to: regular inspections, work orders, preventative maintenance, contracts and vendors etc.
- Inform their Supervisor and on-site personnel of observed deferred maintenance, property deficiencies and resident concerns in writing, noting specific locations, conditions, and recommendations for corrective measures.
- Review and approve all invoices, monitor accounts receivable and take appropriate action.
- Play an active role in informing and maintaining the approved budget.
- Review and approve all move-in, transfer and recertification files in accordance with regulatory restrictions.
- Monitor and ensure that the community complies with all regulatory, reasonable accommodations, and fair housing issues.
- Responsible for executing all evictions, collections, lease violations, and special arrangements.
- As directed by their Supervisor, be responsible for all hiring, job assignments, evaluations, explaining employee duties and responsibilities, and inform operation staff of policies and procedures.
- Work to minimize vacancies, promote good working resident and public relations, encourage resident retention, and assure program compliance with applicants and residents.
- Perform clerical duties needed to fulfill essential duties.

KNOWLEDGE AND SKILL REQUIREMENTS: High school diploma required. Previous property management experience required. Previous supervisory experience preferred. Ability to work well with others, good communication skills, good computer skills, ability to multi-task.

TYPICAL PHYSICAL DEMANDS: Regularly use hands to manipulate tools, controls, phones and computer keyboard. Frequently stand, reach with hands and arms, climb, balance, and stoop. Sit and stand to do clerical work. Regularly lift and move office supplies up to 20 lbs.

TYPICAL WORK CONDITIONS: Work is performed primarily in an office environment. Employee will frequently tour property and show apartments. Employee frequently interacts directly with residents and other staff members during the workday.

This position may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws.