

POSITION TITLE: COMMUNITY LEADER

REPORTS TO: REGIONAL LEADER

POSITION SUMMARY: As the person with the greatest opportunity 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:

- Establish a rental office procedure with the approval of their Supervisor. This procedure should outline a process by which the office is maintained and operated in a manner that both fulfills all stated requirements, as well as fits the talents and abilities of the Community Leader.
- On a regular basis, inspect the building and grounds, noting physical appearance of property, deferred maintenance, and other related data.
- Inform their Supervisor and on-site personnel of observed deferred maintenance and property deficiencies in writing, noting specific locations, conditions, and recommendations for corrective measures.
- Review and approve all invoices, monitor accounts receivable and take appropriate action
- Assist in the budgeting process.
- Review and approve all move-in files.
- Monitor and ensure that the community complies with all regulatory and fair housing issues.
- Interview potential residents and select those that qualify.
- Confer with their Supervisor on all evictions, 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, and assure program compliance with applicants and residents.
- Plan resident activities.
- Provide community information for monthly newsletter to Property Management Assistant.

Perform the following clerical duties:

1. Process all rental applications and maintain the waitlist
2. Show and rent all available apartments
3. Process all transfers and move outs
4. Receive and process all service requests
5. Input certification information
6. Prepare reports as required
7. Prepare and approve timesheets
8. Process and monitor accounts receivable
9. Prepare program compliance reports
10. Perform credit checks
11. Maintain records as required.

JOB DESCRIPTION FORM

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.