



A healthy community begins at home. REACH provides quality affordable housing and opportunities for individuals, families, and communities to thrive.

Job Description

Title: Community Manager

Dept: Property Management

Exempt/Nonexempt: Nonexempt

Reports to: PM Supervisor

Salary Range: \$16.35-\$20.19/Hour

Effective: January 2010

FTE: .80 – 1.0

REACH honors and encourages diversity. We value employees who contribute to our organization, which embraces a variety of thinking and perspectives.

This organization believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent nor the organization to just the work identified. It is our expectation that each employee will offer his/her services wherever necessary to ensure the success of our endeavors.

REACH owned and managed projects generally fall under three basic programs: REACH Conventional Housing, LIHTC (Tax Credit Affordable Housing) and HUD Program Housing. All Community Manager positions include the duties and responsibilities outlined in the REACH Conventional Housing. Additional qualifications are required for managing LIHTC and HUD projects.

This job description lists separately all three housing program qualifications. The boxes checked below indicate which program(s), job functions and responsibilities this position entails:

- REACH Conventional Housing (this applies to all programs)
- LIHTC (Tax Credit Affordable Housing)
- HUD Program Housing

REACH Conventional Housing Essential Functions/Major Responsibilities:

Manages and directs activities and services in support of physical and financial operations of the property(ies).

Directly responsible for ensuring lease up schedule(s) are met, when applicable. Assists and adheres to organization's policies and procedures for marketing activities to rent vacant units in a timely manner.

Maintains and monitors project waitlist per established guidelines.

Directly responsible for tenant selection and adheres to appropriate tenant selection policies and organization's applicant screening policies.

Coordinates resident move-in activities including collecting deposits, completing paperwork and new resident orientation, per organizations policies.

Collects and monitors monthly rents (resident and assistance payments as applicable). Takes appropriate precautions to safeguard all monies received. Posts rents to resident accounts promptly and accurately. Prepares deposit and delivers collected funds to REACH Central office per established schedule.

Maintains tenant relations, including responding to tenant requests and complaints and takes appropriate action.

Makes appropriate referrals to Resident Services; cooperates with Resident Services activities.

Interacts with various social service agencies as needed and with the Housing Authority of Portland staff, when applicable.

Assists and coordinates unit turnover preparation, repair and maintenance with Facilities Management.

Processes resident move-out activities, per established guidelines.

Responsible for lease enforcement including but not limited to accurate and timely preparation and service of lease violation notices; Initiates and processes court actions and attends court proceedings to facilitate evictions, if necessary.

Monitors minor maintenance and janitorial activities to building interior, exterior and grounds and reports concerns to Facilities Manager. Cooperates with Facilities Manager when complex repair and maintenance projects are necessary. Conducts annual inspections under the direction of the Facilities Manager.

Monitors building for safety, security, cleanliness and general good condition.

Responds to emergency situations and takes appropriate action.

Ensures compliance with applicable laws, rules and regulations.

Maintains appropriate paperwork, files and records. Completes and submits reports, forms and other paperwork as required.

Assists Supervisor and Director of PM with preparation of annual building budget.

Maintains work area in clean and professional manner.

Purchases supplies and materials, per purchasing policies, as necessary.

Performs other related duties as assigned.

LIHTC - Tax Credit Affordable Housing – Essential Functions and Responsibilities:

Performs above listed essential functions and responsibilities for managing REACH Conventional Housing

Understands and complies with property(ies) program specific guidelines; demonstrates ability and comprehension of Tax Credit Handbook navigation.

Conducts initial applicant interviews to determine income and other tax credit eligibility

Process all income verifications and prepares tax credit eligibility calculations in a timely manner.

Works closely with Compliance Specialist to obtain additional information, correct errors, and complete the Tenant Income Certification (TIC) as needed. Follows up with applicants to ensure a timely move-in.

Monitors closely and adheres to the project(s)' recertification schedule, ensuring that annual re-certifications are completed timely. Makes timely and accurate entries in the PM Compliance database/software.

Conducts review of all files, with Compliance Specialist, in preparation for annual State and/or other partner audits; attends all audits and works cooperatively with all auditors and Compliance Specialist to make any corrections needed in a timely manner.

Cooperates with Asset Management Department and reporting requirements.

HUD Program Housing – Essential Functions and Responsibilities:

Performs above listed essential functions and responsibilities for managing REACH Conventional Housing

Understands and complies with property(ies) program specific guidelines; demonstrates ability and comprehension of HUD Handbook navigation.

Conducts initial applicant interviews to determine income and other HUD program specific eligibility

Processes all income verifications and prepares HUD program eligibility calculations in a timely manner.

Conducts HUD housing assistance payment billings activities per established guidelines.

Works closely with Compliance Specialist to obtain additional information, correct errors, and complete the HUD Form 50059 as needed. Follows up with applicants to ensure a timely move-in.

Monitors closely and adheres to the project(s)' recertification schedule, ensuring that annual re-certifications are completed timely. Conducts interim re-certifications when appropriate. Makes timely and accurate entries in the PM Compliance database/software.

Conducts review of all files with Compliance Specialist in preparation for annual State management reviews and/or other partner audits; attends all audits and works cooperatively with all auditors and Compliance Specialist to make any corrections needed in a timely manner.

Cooperates with Asset Management Department and reporting requirements.

Job Scope:

Operates from established and well known procedures. Decisions are made within organization operating guidelines. Performs duties independently with minimal supervision. Position involves a moderate degree of complexity in dealing with recurring work situation with occasional variations from the norm. Work is periodically reviewed by supervisor and verified by administrative employees. Errors in compliance requirements could have severe consequences as in the loss of the tax credits. Errors may result in incorrectly collected or applied rent monies, resident issues or dissatisfaction, increased unit turnover and negatively impact organization.

Supervisory Responsibility:

This position supervises the Building Monitor and gives direction to contracted on-site security, if applicable. In some cases, may supervise Assistant Manager.

Interpersonal Contacts:

Outside contacts are normally made with rental applicants and some social service agencies and occasionally others outside the organization. Internal contacts occur mainly with building residents, maintenance employees and the supervisor. Contacts are made both on own initiative and at the direction of the supervisor and often concern confidential or sensitive matters requiring the use of discretion. Contacts occur face-to-face, via e-mail and via telephone. REACH employees are expected and required to behave in a professional and courteous manner in doing REACH business and dealing with other staff, residents, and all

contacts inside and outside the organization. Profanity and abusive language are specifically forbidden.

Specific Job Skills:

Knowledge of property management practices including applicable landlord/tenant and fair housing rules and regulations. Knowledge of tax credit compliance practices, policies and procedures. Working knowledge of basic maintenance and cleaning techniques. Basic knowledge of Microsoft Suite (Word, Excel) computer programs. Good verbal, written and interpersonal communication skills. Ability to work effectively with all types of people. Basic math, attention to detail and organizational skills.

Education and/or Experience:

High school education or equivalent. Two years related experience required. Tax Credit and/or Occupancy Specialist Certification required, if indicated above. Trained and knowledgeable in Fair Housing and Oregon Landlord Tenant Laws.

Job Conditions:

Requires evening and/or weekend meetings and on-call status. May be required to deal with distraught, angry and/or potentially violent people. Ability to walk, bend, stoop climb stairs. Requires sitting, standing, walking for long periods of time. Close CRT work. Vehicle required. Must have valid driver's license and proof of vehicle insurance. Regular attendance is required in accordance with a regular schedule established for the position by the supervisor.

Supervisor/Manager Approval

Executive Director Approval

I, _____, have read and understand the definition and scope of the job description outlined above.

Signed _____ Dated _____

Initial at 90-day and annual performance evaluation.

Initial Employee Supervisor Date

This company reserves the right to modify, interpret, or apply this job description in any way the company desires. This job description is not an employment contract, implied or otherwise. The employment relationship is "At-Will". The aforementioned job

requirements are subject to change to reasonably accommodate qualified disabled individuals.

