



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

REACH Community Development, Inc.

Job Description

Title: Assistant Community Manager
Exempt/Nonexempt: Nonexempt

Dept: Property Management
Reports to: Senior Community
Manager

Salary Range: \$14.50 - \$18.50

Effective: January 2010

FTE: .80

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.

General Position Summary:

Assists Community Manager with activities and services in support of this 176 unit LIHTC building operations and its residents. Monitors building for safety, cleanliness and generally good working conditions.

Essential Functions/Major Responsibilities:

Assists Senior Community Manager with initial certifications and annual re-certification process by collecting all required LIHTC (Tax Credit) verifications.

Assists Senior Community Manager with waitlist maintenance, rental activities, rent collections, etc. Takes appropriate precautions to safeguard all monies received. Posts notices appropriately, promptly and accurately. Assists Senior Community Manager in preparation of deposit and assists with delivery of collected funds to REACH Central office per established schedule.

Assists Senior Community Manager in conducting marketing activities to rent vacant units.

Assists Senior Community Manager with Tax Credit certifications.

Maintains resident relations, including responding to resident requests and complaints and takes appropriate action. Mediates resident disputes.

Communicates with the Maintenance Technician regarding unit turnover preparation, repair and maintenance in the absence of the Senior Community Manager.

Assists Senior Community Manager with resident move-in activities; assists with resident move-out activities.

Coordinates and cooperates with Resident Services through referrals and activities for residents in and outside the building.

Responds to emergency situations and takes appropriate action.

Contributes to monitoring of minor maintenance, cleanliness and general good condition of the building's interior, exterior and grounds and reports concerns to Senior Community Manager and Maintenance Technician.

Contributes to monitoring of building for safety and security.

Ensures compliance with applicable laws, rules and regulations.

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

Maintains work area in clean and professional manner.

Performs other related duties as assigned.

Job Scope:

Operates from established and well known procedures. Decisions are made within organization operating guidelines. Performs duties independently with supervision by the Senior Community Manager. Position involves a moderate degree of complexity in dealing with recurring work situations with occasional variations from the norm. Work is periodically reviewed by supervisor and verified by administrative employees. Errors may result in incorrectly collected rent monies, resident issues or dissatisfaction, increased unit turnover and negatively impact organization.

Supervisory Responsibility:

This position is not supervisory, except may supervise Building Monitor in the absence of the Senior Community 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 both 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:

Good working knowledge of basic computer programs and systems including Word, Excel, Publisher, Email and Internet. Some knowledge of property management practices including applicable landlord/tenant law, LIHTC/Tax Credit requirements and fair housing rules and regulations. Good verbal, written and interpersonal communication skills. Ability to work effectively with all types of people and independently. Basic math, superior attention to detail and organizational skills. Ability to carry out duties which may include walking the property several times a day, ascending upper floors by stairs if elevators are inoperable [this property is 14 stories tall], standing and walking for up to four hours at a time while conducting inspections, as well as bending, stooping and lifting up to 25 pounds.

Education and/or Experience:

High school education or equivalent. Two years related experience preferred but not required. Knowledge of property management practices and tax credit certification paperwork a plus.

Job Conditions:

May require evening and/or weekend duty and on-call status. May be required to deal with distraught, angry and/or potentially violent people. Regular attendance is required in accordance with a regular schedule established for the position by the supervisor.

Supervisor/Manager Approval

CEO 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.

