

Hope Communities, Inc.
Job Description

Job Title: Assistant Community Manager
Department: Properties
Reports To: Community Manager – Hidden Brook
FLSA Status: Non-exempt

POSITION SUMMARY

The Assistant Community Manager is responsible for assisting the Community Manager with the daily aspects of property management and maintenance issues at the Hidden Brook property.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Greets all guests in the office promptly and professionally.
- Shows apartments to guests and makes sure all completed applicants are placed on waiting list to proceed to a lease agreement and move in, as applicable. Explains deposit requirements and other information for a smooth move in process.
- Reviews resident rental applications for move-ins in a fair and consistent manner in accordance with Fair Housing requirements and Hope Communities policies and procedures.
- In conjunction with Community Manager, coordinates with leasing and maintenance staff a calendar of scheduled move-ins, ensuring all appointments are completed and all apartments are inspected prior to move-in.
- Ensure resident files are submitted to compliance officer for approval, meet Home, HUD, and CHFA criteria, and contain all required documentation. Provide orientation for new residents by reviewing the lease and community rules, describing services, explaining apartment features and answering resident questions in order to orient the new resident and to inform residents of policies they need to follow to maintain compliance with the lease.
- Completes guest card information in Yardi for people seeking housing, follows up with contacts and updates all traffic reports. Ensures that all rental packets are available and information regarding resident selection criteria is forthcoming and understood.
- Creates and submits work orders for residents and distributes them to the maintenance technicians. Follows up on registering completed work orders into Yardi under the proper apartment number and works with the maintenance technicians to establish proper reporting requirements.
- Answers incoming calls promptly and professionally. Provides information as requested.
- Complies with fair housing laws by ensuring that all residents are treated equally and fairly and with the upmost respect and dignity.
- Ensures an adequate supply of housing forms are always available.
- Distributes notices to residents as requested by manager.
- Completes and maintains resident files, including contracts, forms, applications, and other documents.

OTHER DUTIES AND RESPONSIBILITIES

- Participates in all staff meetings as required.
- Attends trainings in order to stay current with affordable housing procedures.
- Promotes resident involvement and assists in the preparation and implementation of quarterly events and interaction with residents and staff to foster a community environment.
- Demonstrates the core values of the organization in all that is required in position.
- Supports Hope Communities' fund raising and outreach programs, as appropriate. Attends and assists in the preparations and execution as needed.
- Supports and engages in activities to further the mission, vision and strategic plan of the organization.
- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

This position has no supervision requirements.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Experience working in an apartment leasing office.
- Proficiency with Yardi Voyager, the property management software.
- Knowledge of Low-Income Housing Tax Credit requirements for certification and recertifications.
- Must be available to work physically at the office of managements' choice.
- Ability to move through properties and show apartments.
- Ability to work with diverse and multicultural populations.
- Ability to work in a busy office with many interruptions and calls, handling large amounts of paperwork.
- Ability to read, write, speak and understand English.
- Possess excellent customer service skills and ability to work well with others.
- Demonstrate cultural awareness and alignment, including language barriers, individual backgrounds and lived experiences.
- Knowledge of Fair Housing and other housing related laws or regulations.
- Ability to adapt to multiple working environments.
- Possesses a valid Colorado driver's license; has a reliable and consistently available vehicle; and can regularly travel throughout the properties by way of interstate highways and primary and secondary roads in the Denver metro area.

EDUCATION and/or EXPERIENCE

High School diploma or equivalent and a minimum of one-year experience working in a leasing office or equivalent required.

LANGUAGE SKILLS

Ability to read, analyze, and interpret complex documents. Ability to respond effectively to sensitive inquiries or complaints. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

CERTIFICATES, LICENSES, REGISTRATIONS

None required

OTHER

Equipment used to include but not limited to, all office equipment, computer, fax machine, calculator, copy machine, scanner, and telephone system.

Access: Stairs or elevator.

Occasional travel within the Denver metro area.

HOURLY WAGE RANGE: \$24 - \$25

APPLICATION

Interested applicants should send a cover letter and resume to resumes@hopecommunities.org.