



2250 Eaton Street – Garden Level, Suite B- Denver, CO 80214  
(303) 202-6340 – Fax (303) 202-5890  
web site at: [www.brothersredevelopment.org](http://www.brothersredevelopment.org)

## JOB DESCRIPTION

POSITION TITLE: Assistant Community Manager

REPORTS TO: Community Manager/Area Property Manager/ Director of Property Management

JOB CLASSIFICATION: Non-Exempt, Part-time 20 Hours per week

COMPENSATION: \$18-\$20/hour

Created: 01/2022

### Job Summary:

The purpose of this position is to provide clerical and administrative support to the property and assist in the day-to-day operations to ensure long-term viability of the property assigned within the Brothers Property Management (BPM) Portfolio.

### Essential Duties and Responsibilities:

- 1) Performs clerical tasks as directed and needed for the site to operate smoothly and efficiently.
  - Provides support services to supervisor including but not limited to typing, computer input, information tracking and miscellaneous errands as needed.
  - Maintains demographic materials of residents.
  - Responds to telephone inquiries for occupancy by mailing applications or other information as necessary.
  - Responsible for mailing and faxing appropriate forms as applicable.
  - Makes copies, distributes notifications, files reports, invoices etc.
  - Answers, screens and directs telephone calls, takes messages as necessary, meets and greets residents, vendors, visitors and prospective residents and other related receptionist duties.
  - Conducts weekly building inspections.
  - Reports building or site related problems to maintenance department and Community Manager.
  - Assists in conducting inspections of housing units for cleanliness, maintenance needs and standards of occupancy at move-ins, move-outs, annually and as regulations require.
- 2) Assists in performing leasing and occupancy tasks.
  - Shows and leases vacant ready apartments using best practices and industry standards and proven telephone and closing techniques. May included scheduling and conducts community tours.
  - Assists in gathering paperwork after initial interview and assists applicant with completing all forms and ensuring all required signatures are obtained.
  - Assists in gathering paperwork for interim and annual recertifications. Also assists residents with completing all forms and ensure all required signatures are obtained.
- 3) Assists in maintaining records and resident files in compliance with BPM and regulatory compliance requirements.
  - Maintains waitlist in accordance with regulatory and/or BPM requirements as applicable.
  - Maintains resident files in compliance with regulatory and/or BPM policy.
  - Collects, collates and inserts new information into resident files as instructed.
  - Assists in ensuring signatures are on all forms as required.



- Performs move-in and move-out inspections as assigned.
  - Responsible for performing computer input functions including applications, notes, move-ins, move-outs, rent posting and other items related to leasing.
  - Participates and assisted with regulatory audits and preparation as requested.
  - Must comply with all legal, financing and regulatory requirements, e.g., audits, fair housing and equal opportunity laws.
- 4) Assists in the completion, filing and submission of reports in alignment with BPM policies and procedures.
- Assists with collection of rents, documentation and processing.
  - Assists with invoicing processing; including scanning, coding, etc.
  - Runs delinquency reports and prepares late notices for non-payment of rent. Updating notes in the system regarding delinquency, application tracking, etc.
- 5) Customer Service:
- Communicate efficiently to public and co-workers and promptly addresses resident issues, requests and communications.
  - Assisted in planning and coordinating community activities.
- 6) Other duties as assigned, including but not limited to:
- Required to travel from property to property regularly for meetings, trainings, etc. within the Denver Metro area.

**Knowledge, Skills & Abilities:**

Personal: Must be able to follow directions, provide excellent customer service, and display respect and professionalism at all times. Must be able to work independently or as part of a team when required.

Equipment: Must be able to handle general office equipment (fax, computer, copier) and mobile phone.

Physical: Must be able to lift up to 15-20 pounds, walk up and down stairs, stand and sit for extended periods of time.

**Qualifications:**

- High school diploma or equivalent.
- Minimum of 1 year of experience working in an office setting, preferably in the property management industry, with affordable housing experience (project based section-8, tax-credit, public housing, etc.).
- Experience with property management software – preferably Realpage Onsite.
- Strong communication and organizational skills, problem solving and decision-making ability.
- Must hold a valid state of Colorado driver’s license, insurance, and reliable transportation.

**ADDITIONAL INFORMATION:**

This job description in no way states or implies that these are the only duties to be performed by the employee filling this position. Employee will be required to follow any other job-related instructions and to perform any other job-related duties requested by management. Management has the right to add to, revise, or delete information in this job description. Reasonable accommodation will be made to enable qualified individuals with disabilities to perform the essential functions of this position.

This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

\_\_\_\_\_  
Employee’s Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee’s Printed Name