



## JOB DESCRIPTION

POSITION TITLE:	Community Manager
REPORTS TO:	Area Property Manager/Director of Property Management
JOB CLASSIFICATION:	Full-Time
COMPENSATION:	\$53,000 TO \$55,000 Annually

*You will find meaning in your work and go home each day knowing you're making a difference in someone's life. Your skills and your experience can make an impact at Brothers Property Management communities.*

### JOB SUMMARY:

The purpose of this position is to provide management direction, leadership, and oversight of day-to-day operations to ensure long-term viability of the properties assigned within the Brothers Property Management (BPM) Portfolio. ***This position requires a background in Low Income Housing Tax Credit (LIHTC) and Permanent Support Housing (PSH).*** The ideal candidate will utilize independent judgment, timely management of deadlines as well as discretion in fulfilling responsibilities.

***Brothers' employees must be fully vaccinated against COVID-19. All persons offered a position will be required to provide valid proof of vaccination prior to starting employment.***

### ESSENTIAL JOB DUTIES & RESPONSIBILITIES:

#### 1) General Property Management Responsibilities:

- Manage property operations within accordance of all Federal, State and Local Fair Housing laws;
- Monitors rent collection process and late payment reports according to policies and procedures;
- Conducts weekly building inspections;
- Reports building or site related problems to the maintenance department;
- Conducts inspections of housing units for cleanliness, maintenance needs and standards of occupancy at move-ins, annually, move-outs and as regulations require;
- Monitors and enforces lease violations; serves and follows-up on eviction notices;
- Assists with obtaining bids and overseeing capital projects as necessary;
- Overseeing and directing site personnel;
- Works with reasonable accommodation issues under Section 504 (ADA);

#### 2) Occupancy Responsibilities:

- Maintains high occupancy level and low turn-over rate within established budgeted benchmarks.
- Certifies resident eligibility using federal, tax credit, and local program guidelines;
- Organizes and maintains resident files in the tenant file format established by BPM;
- Processes all certification functions;
- Tracks property data via property management software (Onesite);
- Collaborates with maintenance to minimize turnover delays and costs;
- Prepares move-out settlement statements & collections;
- Work within and maintain property waitlist to assure two applicants are always prequalified.



**3) Financial Responsibilities:**

- Performs complex calculations of assets and all sources of income for resident certifications, as necessary;
- Ensuring property delinquency is collected timely. Includes posting rent payments as received and handling rent deposits to bank;
- Assist with budget preparation and monitors site budget and informs Supervisor of any major variances or deviations.
- Processing all invoices timely upon receipt, including coding and seeking approval as needed.

**4) Compliance Reporting:**

- Meet all Regulatory requirements & compliance for each managed site;
- Submit compliance reports on-time including monthly compliance reports and delinquency reports;
- Perform file pre-audits and file reviews with syndicators, partners, and lenders.

**5) Office Management:**

- Provides site presence and resource to residents by holding regular office hours on-site;
- Assist in obtaining service contracts for various items such as but not limited to; copiers, trash removal, laundry machine lease, snow removal, etc.

**6) Customer Service:**

- Communicate efficiently to public and co-workers and promptly addresses resident issues, requests, and communications;
- Responsible for resident newsletters;
- Planning and coordinating community activities.
- Daily oversight of site staff. Work directly and stay in regular communication with all site-staff and other departments to ensure smooth operations.

**7) Other duties as assigned, including but not limited to:**

- Required to travel from property to property regularly for meetings, trainings, site visits etc. within the Denver Metro area.

**COMPETENCIES:**

- Ability to communicate effectively, both in writing and orally.
- Ability to establish and maintain effective working relationships with vendors and employees at all levels throughout the organization.
- Must be able to follow directions, provide excellent customer service, display respect and professionalism always.
- Must be able to work independently or as part of a team when required.
- Attention to detail and sound judgement.
- Physical: Must be able to lift up to 50 pounds, walk up and down stairs, stand, sit, lay for extended periods of time.
- Equipment: Must be able to handle general office equipment (fax, computer, copier) and mobile phone.



## **MINIMUM QUALIFICATIONS**

- High school diploma or equivalent.
- Minimum of 1-2 years of experience in Low Income Housing Tax Credit (LIHTC) and Permanent Support Housing (PSH) experience required.
- Minimum of 2 years of experience working in the property management industry, with affordable housing experience preferred (project-based section-8, tax-credit, PBRA, PRAC, etc.).
- Hold Certified Occupancy Specialist (COS) certificate or equivalent housing knowledge certificates.
- Experience with property management software.
- Problem solving and decision-making ability.
- Must possess advanced technical knowledge of Property Management systems, including financial skills, operational skills, and managerial skills. Must be familiar with and able to interpret federal regulations.
- Must hold a valid state of Colorado driver's license, insurance, and reliable transportation.

## **PREFERRED QUALIFICATIONS**

- Accredited Residential Manager (ARM) or Certified Property Manager (CPM).
- Experience with Realpage Onsite Property Management Software.

## **BENEFITS:**

- 403B with 3% match
- Dental Insurance
- Health Insurance
- Paid time off including vacation, sick and personal leave; plus, paid holidays
- Life Insurance
- Vision Insurance
- Solid working environment

