



JOB DESCRIPTION

POSITION TITLE:	Community Manager-Tollgate
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 Community Manager 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.*** This position will be working on a Family Housing property located in the Aurora area.

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

