



## Full Job Description

**POSITION TITLE:** Assistant Community Manager

**LOCATION:** Aurora

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

**JOB CLASSIFICATION:** Non-Exempt, Part-Time

**COMPENSATION:** Up to \$20-\$22/Hour

*You will find meaning in your work and go home each day knowing you are 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 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 include 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 with the public and co-workers and promptly address 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.

