

Community Manager

The Community Builders, Inc. (TCB)

Join a growing organization that is strengthening neighborhoods across the nation! The Community Builders, Inc. (TCB) is one of America's leading nonprofit real estate developers and owners. Our mission is to build and sustain strong communities where people of all incomes can achieve their full potential.

Position Description:

Under the direction of the Portfolio Operations Director, the Community Manager is responsible for all phases of Administrative, Maintenance and Community Life Operations at this unique 219 unit scattered site property with 17 buildings located throughout the Dorchester/Blue Hill Avenue Area of Boston. Unit mix consist of Project based Section 8 – LIHTC and Market Units. S/he must manage the company's objectives and property operating budget, with the primary goals of increasing the cash flow, Managing to budget, making necessary adjustments when needed to ensure target NOI is achieved., maintaining the physical asset ensuring preventative Maintenance and Capital Improvements are completed in a timely fashion. This role will establish and maintain a positive, productive working relationship with the Service Maintenance Manager, Assistant Manager and Community Life Coordinator to promote and ensure their adherence to TCB's Mission Statement, policies, and procedures; and that the site is in compliance with regulatory requirements and providing the best customer service possible.

Essential Functions:

- Oversee upkeep of the property curb appeal, annual Unit inspection of apartments, Ensure timely completion of Unit Make-Ready and use of YARID Module to ensure compliance with 5-7 day turn-over goal., safety and preventive maintenance, preparation for local, state or federal audits or inspections, monitoring of Emergency and Routine work order system, and incident documentation and reporting for risk management.
- Provide outstanding customer service to residents, ensure that all appropriate communications are distributed on a timely basis, and follow up on service requests or complaints, or issues involving violations of building rules or resident policies. Work closely with and support Community Life staff and resident associations and groups to provide and advertise activities and services available on site and in the local area, in order to provide access and foster a sense of community and wellbeing.
- Recruit, train, coach, manage and motivate team members and provide evaluations and recommendations to Human Resources Department.
- Attend and engage in all Committees Group
- Engage and track completion of all TCB University trainings for all staff.
- Available for emergencies, on call duties, resident functions and weekends as needed.

Additional Responsibilities:

SDevelop and manage operating budgets, Preparation and Implementation of OCAF and Budget Based Rent Increases including annual Utility Allowance Survey and updates. Bill processes, operating reports, and all accounting functions including invoicing and expense tracking; monitor revenue transactions and rent collection; nonpayment of rent processes; collection agency follow-up and reporting; Residential leasing activities including Marketing and Leasing of (3) Commercial Spaces located on Talbot Avenue. Compliance with Affirmative Fair Housing Marketing Plan, including maintaining and tracking compliance to the New Lease & DHCD Homeless preference and set-asides including other regulatory requirements including annual waitlist update; approve and submit employee time sheets; enact cost control measures as needed.

Knowledge, Skills and Abilities:

- Excellent budget and financial management skills
- Knowledge of all regulatory programs, polices and Federal Housing Laws and Guidelines required
- Microsoft Word, Excel, Outlook and Yardi or other industry software experience required
- Excellent verbal and written communication skills required
- Knowledge of Federal Fair Housing Laws & Guidelines a plus
- Demonstrated excellent customer service skills are necessary to be successful in this role
- Ability to speak a second language is a plus!
- Knowledge of all regulatory programs and policies regarding housing and affordable housing are necessary

- Leadership skills and understanding of effective management of personal development for all employees desired

Physical Demands & Work Environment:

Ability to move around the building or site; able to move up to 50 pounds; able to work in outdoor conditions. Some travel to local sites may be required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education & Experience:

BA/BS and 5 + years in progressive career path in Residential Property Management, Hotel, Hospitality or Retail Management required, 2 of which should be in a supervisory or management role. A minimum of 2 Industry designations such as COS, LIHTC, ARM®, CPMC® are requirement of this position.

Please send resumes to Joseph.le@tcbinc.org

The Community Builders, Inc. is committed to ensuring diversity in its workplace. Candidates from diverse backgrounds are strongly encouraged to apply.