

## **Community Manager- Boston, MA**

### **(Back of the Hill)**

#### **Position Description:**

Under the direction of the Portfolio Operations Manager, the Community Manager is responsible for all operations of the community and on-site team. She/he must manage to the companies' objectives and operating budget, with the primary goals of increasing the cash flow, maintaining the physical asset and providing a quality living environment and superb customer service for residents. This role will establish and maintain a positive and productive working relationship with the property's team members and adhere to the company's Mission Statement and ensure the site is in compliance with all regulatory requirements.

#### **Essential Functions:**

- Development and achievement of the operating budgets.
- Approving all orders for goods and services that are budgeted and within TCB levels of authority. Preparation for approval by supervisor of any purchase not included in budget. Approving, coding and submitting all invoices. Maintaining the petty cash fund.
- Examination of the monthly budget operating report and detailed general ledger to assure all bills paid and accurately coded and entered and to determine compliance with budget.
- Be able to orally and in writing respond to budget variances and provide plan for bringing into compliance. Create/review accruals as needed.
- Monitoring of all revenue transactions and rent collection in accordance with policy and procedures manual to maximize income and property performance.
- Preparation and distribution of notice to quit for nonpayment of rent, cases for housing court in conjunction with TCB's attorney when necessary. Follow up of court rulings on payment agreements and or executions.
- Submission of bad debt and periodic reporting to collection agency.
- Implement annual rent increases to optimize income in accordance with program guidelines.
- Initiating and follow up with re-certifications and or lease renewals.
- Leasing of units in compliance with site's approved tenant selection or A&O plan.
- Compliance with Affirmative Fair Housing Marketing Plan, Regulatory Agreement, Funding Program Requirements and Federal State or Local Requirements.
- Oversight of upkeep of the property, which includes: regular inspection of the property to delegate maintenance, curb appeal, annual inspection of apartments, janitorial tasks, safety and preventative maintenance.
- Monitoring of work order system, including open work orders and preventative maintenance. Follow-up on service requests where necessary.
- Handling all incidents with proper risk management.

- Soliciting bids for services and goods provided by outside contractors; this may be delegated to the Service Maintenance Manager.
- Review the schedule of long-term and short-term physical needs of the property. Understand the physical plan for the property. Prepare and submit on timely basis requests for reserve draw downs.
- Maintaining on-site files, ensuring that they are compliance with TCB, agency and regulatory standards.
- General clerical responsibilities include typing, filing, answering the telephone, ordering supplies and equipment, etc.
- Preparing, copying, and distribution of notices, letters, and newsletters to residents.
- Answer phones (by the 3<sup>rd</sup> ring using the company greeting) and greet visitors. Make all feel welcome and that they are important to us.
- Supervise and direct on-site team members. Submitting weekly time sheets for site staff.
- Recruit, select, train, coach, manage and motivate team members. Provide timely feedback regarding performance.
- Perform written performance evaluations for all team members in accordance with company guidelines, and provide recommendations for compensation or promotions.
- Personal contact and follow-up as needed on issues involving violations of building rules or the occupancy agreement. Includes the responsibility of scheduling and holding conferences with family and/or outside agencies and court appearance, when necessary.
- Personal contact and follow-up as needed on complaints in an effort to minimize individual problems residents may have in their dealings with one another and integrating into the community.
- Coordinate with resident associations and groups the provision of activities for the building; assessing needs and interest of residents; being knowledgeable about the activities and services available in the larger community. Engage them to encourage a sense of community.
- Works closely with Community Life Initiatives to ensure needs of residents are met.
- Other duties that arise may be assigned

### **Additional Responsibilities:**

- Corporate Committees Group
- Attend trainings, seminars and conferences
- Available for emergencies, on call duties, resident functions and weekends as needed.

### **Knowledge, Skills and Abilities:**

- Strong 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
- “Excellent Customer Service” skills required
- Bilingual “a plus”
- Knowledge of all regulatory programs and policies
- Leadership skills and understanding of effective management of personal development and career paths for all employees desired

## **Physical Demands & Work Environment:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The employee is occasionally required to move around the building or site.
- May require travel dependent on business needs.
- Must work under deadlines and ability to meet deadlines.
- Frequently moves equipment weighing up to 50 pounds across site.
- Constantly works in outdoor weather conditions.
- The person in this position needs to occasionally move about inside the office to access file cabinets, office machinery, etc.

## **Education & Experience:**

- B.A. ideally with a focus in management, or 5+ years of work related experience preferred
- 4+ years of experience in Property Management, Hotel, Hospitality or Retail required
- Industry designations (COS, LIHTC, ARM®, CPMC®, etc.) preferred
  - Willingness to get within 6 months of hiring to meet any specific site/area needs
- Minimum team supervision of 2 people (hiring, performance management, training)
- Real Estate License preferred, or required within the first year of employment, or sooner if required by state law

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

Apply Here: <https://home.eease.adp.com/recruit/?id=12808291>