

Training and Resident Experience Manager

Department:

Property Management

Location:

Based in TCB corporate or site office with significant travel

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 Director of Training and Resident Experience, the Training and Resident Experience Manager may be assigned responsibility for:

- Working in collaboration with the Regional Portfolio Operations Manager responsible for the site, the TRE Manager will be assigned to temporarily lead all on-site community operations and site team performance when the permanent Community Manager position has been vacated and TCB is in search of a permanent replacement. This role will establish and maintain a positive, productive working relationship with the property's team members, ensuring they continue to further TCB's Mission Statement, policies, and procedures; and that the site follows all procedural and regulatory requirements so our objectives do not move backwards while a search is ongoing.
- Assisting existing site leadership, either on-site or remotely, with special projects, assignments and team support.
- Providing individual, small group and large group trainings to property management team members across our portfolio.
- Assisting the Director of TRE in the development and training of TCB policies and resources.
- Other assignments and projects and determined by the Director of TRE and Chief of Property Operations.

Essential Functions:

- Coach, manage and motivate team members to meet long-term and short-term goals.
- Model and provide outstanding customer service to residents.
- Manage critical time-sensitive operational functions including required reporting, invoicing and expense tracking and payments, monitoring revenue transactions and rent collection, nonpayment of rent processes, conducting leasing procedures and compliance with Affirmative Fair Housing Marketing Plan and other regulatory requirements, approve and supervision of site staff, submit employee time sheets
- Oversee upkeep of the property curb appeal, maintaining the physical asset and providing a quality living environment, inspection of apartments, market ready units, preparation for local, state or federal audits or inspections, monitoring of work order system, and incident documentation and reporting for risk management.

Knowledge, Skills and Abilities:

This position requires a keen learner and skilled teacher, and someone who thrives on constructive challenges. This candidate must enjoy having different projects, properties and teams to learn from and about, and to lead throughout the year. The TRE Manager must be highly adaptable and flexible in multi-tasking, scheduling and have the ability to travel with limited notice. This position provides the opportunity to model and share excitement in embracing growth and positive change.

- Thorough understanding of TCB's policies, procedures and resources
- Strong management skills
- Excellent financial management skills
- In-depth knowledge of all regulatory programs, polices and Federal Housing Laws and Guidelines required
- Microsoft Word, Excel, Outlook and Yardi experience required
- Excellent verbal and written communication skills required
- Demonstrated excellent customer service skills are necessary to be successful in this role
- Leadership skills and understanding of effective management strategies for all employees
- Flexibility, ability to evaluate and learn quickly and prioritize critical tasks are essential
- Sense of humor and flexibility are a must
- Ability to speak a second language is a plus!

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.
- Flexibility to be able to travel to sites up to 14 days per month required.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education & Experience:

- 5 + years in progressive career path in Residential Property Management, 2 of which should be in a management role.
- Industry designation(s) such as COS, BOS, LIHTC, ARM®, CPMC®, etc. required. BA/BS preferred.

Please email all 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.