



Job Title: Senior Community Manager

Reports To: Director of Operations

Overview of Position:

The Senior Community Manager will plan, direct, and/or coordinate the leasing and governance activities of their assigned single and/or multi-unit housing communities owned and operated by Community Basics, Inc. (CBI). The Senior Community Manager is based at the rental office(s) of CBI housing communities and corporate office. The Senior Community Manager will also assist the Director of Operations and provide supervision of assigned property staff.

Supervisory Responsibilities:

- Interview, onboard, and perform or recommend professional on-going training of assigned property staff.
- Organize and oversee the schedules and work of assigned property staff.
- Conduct performance evaluations that are timely and constructive.
- Handle discipline of employees as needed and in accordance with company policy.

Essential Duties and Responsibilities:

- Provide back up and support for Community Managers, Senior Community Managers, and assist the Director of Operations.
- Manage the administration, improvement, and general operations of assigned community properties in compliance with Low Income Housing Tax Credits (LIHTC), special housing programs, lease administration, and social service programs.
- Complete the execution of LIHTC program requirements, including but not limited to, eligibility determinations, complaint resolution, continued occupancy, resident relations, and the investigation of program abuse.
- Perform annual re-certification activities with the assistance of the Compliance Manager.
- Perform the leasing of vacant units. Inform applicants of program requirements, determine eligibility status, calculate rent, show unit to applicant, ensure required documents are executed properly. Complete lease signing appointments providing a description of documents to the resident and collect security deposit at move in.
- Perform the management of occupied units. Participate in resident relations issues involving tenant-to-tenant problems and complaints. Perform resident transfer paperwork with the assistance of the Director of Operations. Report rental receipts to corporate office and make deposits, serving late notices for non-payment and notices to quit for past due accounts.
- Perform visual inspections of vacant and occupied units and communicate with maintenance department to resolve unsatisfactory conditions.
- Recommend resident eviction proceedings involving failure to pay rent or other lease violation. Mail eviction notices and, at move out, provide security deposit accounting letter.
- Communicate with maintenance department for all work orders, turnovers, and regular maintenance property needs.
- Initiate the order and purchasing of office supplies. Confer with the Director of Operations on purchases over assigned limit or non-budgeted purchases.

General Duties and Responsibilities:

- Maintain resident files in an organized, neat, and readily accessible format.
- Compliance and understanding of Fair Housing Laws.
- Participate in on-going training as assigned and seek-out opportunities to improve job-related skills.
- Perform all duties and responsibilities following company policies regarding employee conduct and performance of job responsibilities.
- Model the Mission, Vision, and Values of CBI through action and communication with all CBI staff, current and future community residents, business associations, and the public.

Required Skills and Abilities:

- Experience and understanding of Microsoft Office Suite.
- Experience with property management software, Yardi preferred.
- Experience independently researching to resolve resident and property management situations and work-related items.
- Strong analytical and problem-solving skills.
- Strong organizational and time management skills.
- Ability to prioritize, coordinate, and organize projects to timely meet required deadlines.
- Ability to communicate effectively with strong human relations skills electronically and in person with a variety of people, including but not limited to, residents, peers, and supervisors.
- Ability to exercise good judgment and self-control.
- Ability and willingness to learn new skills in a complicated, rapidly changing environment.
- Ability to attend training as required, including overnight stays.

Education and Experience:

- High school diploma or equivalent required.
- Active Pennsylvania Real Estate License. Must participate in renewal process and continuing education requirements.
- Sufficient and proven IRS section 42 management experience. Experience with HUD programs and/or government processes preferred but not required. Must pass an IRS section 42 certification program within one year of starting employment and, if required, at regular intervals.

Physical Requirements:

- Specific vision abilities required by this job include close vision and distance vision.
- Regularly required to use hands, fingers, arms, legs, and feet to handle or feel objects, tools, equipment and talk and hear.
- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at a time.

This job description should not be considered as a detailed description of all the work requirements of the position and is subject to change based on the needs of the organization.

Salary: \$55,000 - \$75,000 annually; 37.5 hr work week, with emergency on call responsibilities.