

Community Manager

Job Summary: Assumes leadership role of the entire Community team and is responsible for the overall performance of the Community financially, aesthetically and with respect to resident relations.

Essential Duties and Responsibilities

1. Lead and educate staff members to work toward maximizing the net operating income of the community.
2. Be the authority on revenue management to ensure community's maximum income is achieved.
3. Seek to anticipate problems and prevent them by constantly keeping a forward-looking approach.
4. Motivate and inspire all team members so that a high degree of morale is maintained at all times.
5. Maintain direct contact with your supervisor through routine, positive and timely communication. Alert your supervisor immediately about any concerns with respect to your team, the community, or neighborhood/market.
6. Oversee, provide direction, and keep compliant with the requirements of the tax credit program as it relates to the community.
7. Manage entire resident relations process and actively work to resolve challenges in a timely manner.
8. Supervise resident retention programs, renewal and leasing programs to maintain maximum occupancy and minimal turnover.
9. Ensure team is reviewing availability and leasing activity on a daily basis.
10. Take responsibility for the community's curb appeal, presentation and monitoring of rent ready product so that it exceeds market standards.
11. Ensure that rent ready apartments are available within HNN maintenance operation standards and the quality of work meets or exceeds HNN standards through regular inspections.
12. Deposit income daily and record deposits in accordance with HNN accounting protocol.
13. Review all invoicing for accurate coding and make certain it follows budgetary requirements.
14. Submit reports as directed by your supervisor and/or other HNN corporate associate(s) adhering to deadlines.
15. Review and understand monthly performance reporting and budget projections and discuss strategies with supervisor.
16. Understand HNN operation guidelines and properly document all injuries/incidents and report them to your supervisor.
17. Supervise and review work performance of all site personnel.
18. Attend webinars, in person training and online training as communicated by your supervisor, HR or any other corporate designee.
19. Guide, coach and mentor on-site team to ensure they are meeting expectations and following the learning and development plans assigned to their roles.
20. Establish and maintain a good working relationship of harmony and instill the BE ONE TEAM value with all personnel.

21. Maintain a professional attitude and appearance at all times. Maintain high ethical standards in all matters.

Knowledge, Skills and Abilities

1. Thorough knowledge of Federal Fair Housing and other applicable local, state or federal regulations.
2. Knowledge of tax credit and compliance.
3. Knowledge of WA state tenant landlord law (RCW 59.18).
4. Knowledge of HUD, Section 42 (LIHTC).
5. Understanding of P&L statements, GLs and budgeting.
6. Proficiency at Microsoft Office Suite (Outlook/Word/Excel) and ability to quickly learn other software applications.
7. Detailed knowledge of property management hardware and software, in particular, Yardi and On-Site.
8. Ability to source, interview and manage a team.
9. Demonstrates considerable skill in problem solving and conflict resolution.
10. Confidentiality in regards to information and situations.
11. Ability to maintain appointment as a Washington state notary.
12. Must be able to work at a fast pace, perform duties while under pressure, stay organized and meet deadlines in a timely manner to interact/communicate with other associates, residents, visitors and the public in a professional and pleasant manner.

Personnel Management

Assistant Community Manager, Leasing and Maintenance staff that support the community.

Qualifications

1. Proven track record of leadership.
2. Prefer CAM or other relevant professional certifications. Relevant specialized training completed in non-certificate programs may be considered in lieu of professional certifications.
3. Prefer three years of industry experience and/or two years as a Community Manager.
4. Self-motivating with a high level of positive energy.
5. Outstanding written and verbal communications.
6. Outstanding mathematical skills and reasoning ability.
7. Current Washington state notary status or willingness to obtain one.
8. Successful completion of background check and drug screen is required.
9. Must have at least a high school diploma/GED.
10. Must be able to speak, read and write English in a manner sufficient to carry out the duties.
11. Must be legally qualified to work in the U.S. meeting I-9 guidelines.

Physical Demands

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.

While performing the duties of this job, the employee is regularly required to sit, see, talk and hear. The employee is occasionally required to stand; walk; use hands and fingers; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment

1. Flexibility to travel to different locations as needed.
2. Valid Driver's License/Valid Insurance.
3. Flexibility to work evenings and weekends as needed.

Other Duties

This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform. Duties and responsibilities can be changed, expanded, reduced or delegated by management to meet the business needs of the company.

AAP/EEO Statement

HNN provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Further, the company takes affirmative action to ensure that applicants are employed and employees are treated during employment without regard to any of these characteristics. Discrimination of any type will not be tolerated.

HNN Accountability

To your immediate supervisor, Philip Nored, Jack Hunden and Tom Neubauer as owner representatives and to our entire team – each individual is accountable for everyone else.

Signatures

This job description has been approved by management:

HR _____ Date _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position:

Employee _____ Date _____