



JOB DESCRIPTION

Position: Assistant Community Manager
Type: Exempt
Reports to: Community Manager/ Sr. Community Manager
Location: Petersburg, VA

POSITION SUMMARY

The Assistant Community Manager will assist with the day-to-day operations of one of Faria's affordable housing communities and reports directly to the Community Manager or Sr. Community Manager. The individual will independently handle all assigned duties and tasks. These duties will include showing properties to prospective new residents, maintain accurate resident records including rents, deposits and application fees received by residents. The Assistant Manager will also support with all property management company requests such as purchasing, collections, resident and staff activities and concerns. This individual must be an energetic self-starter who is well-organized and detail oriented. S/he must also be an independent thinker with the ability to work with minimal supervision while exercising good judgement. This position requires excellent communication (verbal and written) skills as well as the ability to successfully interface with management, staff, clients, vendors, partners, and other key stakeholders.

DUTIES AND RESPONSIBILITIES

The Assistant Manager will successfully prioritize multiple tasks with competing deadlines, manage conflicting schedules and provide excellent follow-through. Additional responsibilities include:

- Address the concerns of current and prospective residents in a friendly and professional manner
- Help set the standard on how other staff members engage prospective and current residents
- Tour and leases units as necessary
- Help with training staff as necessary and models effective sales techniques daily
- Leads rent collection efforts, specifically with delinquent residents. This may involve lease termination and legal action if necessary
- Assist in managing the property's budget by making sound financial decisions to increase the net operating income of the community
- Help maintain the accuracy of resident ledgers and files
- Inspects unit during move-in and move-outs, walking units and the community as needed.
- Fills the role of acting Property Manager in their absence
- Must be willing to submit to a background investigation and drug test
- Perform other duties as assigned

QUALIFICATIONS

- High school diploma or GED required; Bachelor's degree a plus
- One to three years leasing experience required
- One to three years customer service experience required
- Must have COS, TCS or Section 8/Affordable/ LIHTC Housing certification equivalent
- Must have a working knowledge of Affordable Housing audit process and requirements
- Must be organized, detail oriented and have good time management skills

- Ability to work a flexible schedule, understanding that your scheduled workdays may vary according to staffing and property needs
- Excellent communication, interpersonal, and organizational skills required
- Proficiency in Microsoft Office Suite: Excel, Word, Outlook
- Must be proficient in Yardi

SUCCESSFUL CANDIDATES WILL POSSESS THE FOLLOWING ATTRIBUTES:

- An entrepreneurial spirit
- Proactive and extremely responsive
- Personable with a good sense of humor
- Energetic and committed to work in an entrepreneurial environment with the ability to prioritize responsibilities
- Strong organizational skills
- Demonstrated ability to work effectively with a wide range people and organization
- Ability to work under pressure, in a time sensitive environment, delivering timely and accurate work

ADA SPECIFICATIONS (Physical demands that must be met to successfully complete the essential functions of the job)

- Ability to perform the physical functions of the position, which may include, but are not limited to ability to walking the property, including up to 4 flights of stairs, to complete physical inspections, deliver resident communications, show apartment, and drive a vehicle to visit area businesses for outreach marketing.
- Requires the ability to use a computer and office equipment traditionally found in office settings.
- Requires the periodic ability to travel regionally, on behalf of the company.

CORRESPONDENCE:

Please forward a current resume and cover letter to resumes@fariamanagement.com with the subject line “Faria Management – Assistant Community Manager (Affordable Housing)”.

Faria Management is an equal opportunity employer and offers a competitive compensation package.