



JOB DESCRIPTION

Position: Community Manager
Type: Exempt
Reports to: Senior Community Manager/ Director of Property Management
Location: Petersburg, VA

POSITION SUMMARY

The Community Manager requires a self-motivated leader that possesses a combination of analytical, assertive, and strong interpersonal qualities with experience in the property management industry. The position will report to the Sr. Community Manager/Director of Property Management and will be primarily responsible for the operation of the community or communities under the incumbent's stead. The Community Manager will act as the "face" of their communities and as the "on-site CEO" by implementing the annual business plan for their community or communities, and ensuring excellence in financial management, customer service, compliance, and staff/vendor oversight.

DUTIES AND RESPONSIBILITIES

- Ensure communities meet or exceed revenue goals by proactively managing the budget and ensuring timely lease-up and/or re-leasing
- Provide a detailed review, monitoring and processing of community level invoices/bills for payment within parameters of annual budget
- Actively participate in the annual budget/business plan development in conjunction with the Sr. Community Manager/Director of Property Management
- Ensure an atmosphere of hospitality while always maintaining a professional attitude in an occasionally sensitive and challenging environment
- Develop and maintain strong relationships with their community: residents, vendors, etc.
- Oversee marketing and customer retention efforts
- Supervise and inspire on-site staff including but not limited to assistant community managers, community specialists, and service managers, to yield or exceed desired goals for each community
- Oversee and manage vendors to ensure the provision of timely, efficient, and on-budget services to their community(ies)
- Oversee the initial income certification, recertification, and compliance reporting for their community(ies)
- Acts as the primary contact to ensure that the property meets and exceeds all contractual property management obligations, including the risk management, safety/security, maintenance, marketing, landscaping, and any other relevant issues
- Oversee the timely completion of maintenance requests
- Forecasts and manages replacement of major capital expense items including HVAC system, roof systems, parking lot surfaces, etc.

- Maintain complete and accurate property records on-site and electronically
- Coordinates collection and documentation of all revenues following lease obligations and accounts receivable procedures
- Perform other duties as assigned

MINIMUM QUALIFICATIONS

- Bachelor's degree, preferred
- Two to five years of Affordable Housing (Section 8/ LIHTC) certifications & experience required
- Two to five years' experience in property management or hospitality industry required;
- Two to five years' experience directly supervising staff preferred
- Demonstrated ability in understanding annual budgets and financial reporting
- Experience managing income-restricted properties preferred
- Excellent written and verbal communications are required
- Proficiency in Microsoft Office Suite: Excel, Word, Outlook
- Must be very professional in both appearance and manner, organized, and with a strong attention to detail
- Must be willing to submit to a background investigation and drug test

SUCCESSFUL CANDIDATES WILL POSSESS THE FOLLOWING ATTRIBUTES

- An entrepreneurial spirit
- Proactive and extremely responsive
- Solution-oriented with the ability to troubleshoot problems with creative solutions
- Personable with a good sense of humor
- An expressed willingness to learn and practically apply knowledge gained
- Working knowledge of RealPage's OneSite property management software preferred
- Experience with state/local housing agencies and corresponding reporting requirements
- Excellent oral and written communication skills
- Strong financial and analytical skills
- Strong organizational skills and ability to remain composed and flexible
- Demonstrated commitment to the mission, philosophy, and vision of Faria Management
- Energy and commitment to work in an entrepreneurial environment with the ability to prioritize responsibilities while delivering timely and accurate work product

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

- While largely sedentary, this position requires the ability to sit, stand, and lift up to 20 lbs., speak, and hear, sometimes for extended periods of time
- 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 copy of your current resume and cover letter to resumes@fariamanagement.com with the subject line “Faria Management – Community Manager (Affordable Housing)”.

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