



Job Description

Job Title – Assistant Community Manager

Nature of Work:

Reporting to the Community Manager, the Assistant Community Manager provides clerical, customer service, and organizational support at the housing site. This position assists with resident communications, office coordination, billing and rent processing, and maintains accurate records and files to support the day-to-day operations of the property. The Administrative Assistant serves as a first point of contact for residents, vendors, applicants, and visitors and helps ensure that the housing community remains safe, organized, and welcoming.

Job Essentials:

- Commitment to core values of Excellence, Compassion, Stewardship, and Community.
- Possess the ability to comprehend the importance and confidential nature of all information.
- Use of proper English with correct grammar, vocabulary, spelling, and punctuation.
- Prioritize and manage multiple tasks to meet specific deadlines.
- Be a highly motivated team player with excellent communication, time management, and organization skills. Careful attention to detail required.
- Exercise mature judgment and diplomacy in dealing with complaints and concerns from residents and members of the public.
- Able to self-start and prioritize work, along with enthusiasm for working collaboratively.
- Possess math skills for adding, subtracting, multiplying, and dividing sufficiently to perform job duties.
- Possess the dexterity to use a computer, telephone, and other office equipment.
- Must be able to hear with or without amplification devices.

Job Duties:

Resident & Customer Service

- Answers telephone calls and provides general information in a courteous manner regarding types of housing the organization provides, available units and resident selection procedures (via telephone and in person).
- Exercises mature judgment and diplomacy when dealing with complaints and concerns from residents and the public.
- Informs new and potential applicants of residency requirements and assists applicants in completing housing applications.
- Conducts lease briefings with new residents prior to move-in.

Office & Administrative Support

- Performs programming maintenance and updates for the copier, telephone, and other office equipment.

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- Timely and accurately creates and prepares all correspondence and documentation (i.e., leases, residents lists, notices, reports, newsletters, etc.). Copies and prints office forms and literature.
- Timely sorts, date-stamps and distributes incoming mail; prepares outgoing mail.
- Accurately monitors petty cash, postage, checks, forms, and orders office supplies on a timely and as-needed basis.
- Maintains and timely updates office files, including daily filing of correspondence and handling of maintenance request forms.
- Demonstrates a willingness to learn new skills and techniques; displays a teachable attitude when learning a new skill.

Rent Collection & Payment Processing

- Collects rents and other resident payments and issues accurate receipts.
- Makes bank deposits and posts payments received timely and accurately into the tenant software program.
- Timely submits reporting on these activities to the finance department.

Applicant & File Processing

- Processes prospective residents' applications; submits forms for verifications (i.e., income, assets, other) and follows up as needed.
- Readies and prepares Certification and Move-In packets.
- Processes various reports and assists with program activities when necessary.

Other Duties:

Other duties assigned by the Community Manager, and/or a member of the Executive Leadership Team. Please note, this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Education and Experience:

- High school diploma or GED required.
- Specialized training in office procedures and/or bookkeeping preferred.
- At least two years' experience in administrative work, experience in a real estate or social services agency preferred.
- Fluency in English/Spanish is preferred, but not required.
- Experience working with persons with disabilities and the elderly is preferred.
- Strong computer skills in Microsoft Windows environment, including Outlook, Word, Excel, and PowerPoint, and in database management and record keeping.
- Well-developed interpersonal skills, time management and crisis management skills; organization and prioritizing abilities; attention to detail and accuracy; and sound judgment and reasoning ability.

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This job operates in a building containing multiple housing units. This role routinely uses standard office equipment such as computers, telephones, photocopiers, and filing cabinets. This is a smoke-free environment. Reliable transportation and possession of a valid driver's license are required. The employee may be required to travel throughout the day and commence the workday at various locations.

Physical Demands:

While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand, walk, use hands to finger, handle or feel, and reach with hands and arms. The employee will be seated for long periods of time. The employee may be required to lift items up to 10 pounds.

Supervisory Responsibilities:

The Assistant Community Manager does not perform any supervisory duties.

FLSA Status: Non-Exempt

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Signature:

The employee signature below constitutes the employee's understanding of the requirements, essential functions, and duties of the Assistant Community Manager position.

Employee

Date