



Community Manager I

HCHA Management (Affordable Housing Department)

Exempt

The Community Manager I is an entry-level property management position that is responsible for the overall performance of assigned community or communities and reports to the Director of Real Estate Development. Areas of responsibility include a) financial management, b) appearance and resident relations, c) day-to-day operations of the community, d) management office and assigned staff. The Community Manager I serves as a community resource, promoting to its residents and the public an understanding of housing programs for young adults and children aging out of foster care.

ESSENTIAL JOB FUNCTIONS

Essential job functions and other important responsibilities and duties may include, but are not limited to the following:

- Inspect property daily to ensure all aspects of the property and curb appeal meet HCHA Management standards.
- Renders the community curb appeal in a condition that is enticing to client traffic and exceeds the neighborhood market.
- Inspects aged and/or selected vacancies on a weekly basis to monitor upkeep and ensure HCHA Management make-ready standards are being met.
- Monitors occupancy and advise Supervisor of any problems areas.
- Oversees and manages the details of apartment turnarounds and contractor work.
- Ensures compliance with existing HCHA Management policy for apartment turnaround times.
- Maintains collections above the minimum standards established by the housing authority or in accordance with the guidance provided by Executive Management.
- Maintains and updates the Status Board, Ready Board, and On Notice Board, if applicable.
- Reviews all requests for transfer and walk units as required; and ensures a resident history review is completed by management prior to transfer being approved.
- (For Non-profit communities) Coordinates, prepares and submits marketing reports as requested by the supervisor; including but not limited to the following: weekly traffic reports, weekly occupancy reports, captured percentages and weekly management reports.
- Maintains approved budgets and requests the appropriate Director approval for all needed budget deviations.
- Inspects apartment upon move out; determine charges (if any) to residents.
- Consults with supervisor on any repairs or replacements over \$500.
- Prepares and submits budget variance reports, executive summaries, budget forecasts and month-end accounting and rent reports.
- Manages, trains, and counsels on-site staff.
- Consults with the supervisor regarding special circumstances or issues that should be elevated to a higher authority.
- Analyzes monthly performance and budgeted projections, discusses strategies with assigned supervisor and communicates to others as needed or requested.
- Communicates through weekly staff meetings the strategy changes for the coming week, short- and long-term goals for community operation.
- Establish schedules of on-site leasing personnel, service technicians, groundskeepers.
- Ensure proper coverage during office hours. Coordinates and approves PTO requests.
- Conducts annual employee performance reviews; makes recommendations for assigned staff's merit increases, promotions and performance evaluations as necessary.
- Other duties as assigned.

ESSENTIAL SKILLS

- Knowledge of modern office practices, procedures and customer service principles.

- Ability to use interpersonal skills using tact, diplomacy, patience and courtesy.
- Ability to maintain filing and record keeping system, including document imaging.
- Ability to communicate verbally and in writing.
- Ability to operate office machines and equipment such as PC, copiers, and printers.
- Ability to work cooperatively, harmoniously and respectfully with co-workers, supervisors, public and customers.
- Ability to perform a variety of clerical duties involving typing, filing and maintaining records or reports in support of a special program or department function.
- Ability to handle multiple tasks and priorities with interruptions.
- Ability to deal with a variety of people with diverse backgrounds.
- Ability to effectively plan and organize workload.
- Ability to meet schedules and timelines.

QUALIFICATIONS AND REQUIREMENTS

- High School Diploma or GED.
- Two (2) years of experience in property management or related field.
- Experience with local, state, and federal affordable housing programs and regulatory requirements, including LIHTC, HCV, and HOME requirements.
- Non-Profit Manager only: One year of property management marketing experience required.
- Must be flexible and available to work a flexible schedule, which may include weekends, depending on the community's needs and the supervisor's directive.
- Texas Class 'C' driver's license at the time of placement and be insurable by the Housing Authority's liability and fleet insurance carrier.
- Non-Profit Housing: Must complete certification as a Certified Apartment Manager within first year of employment.

PREFERRED REQUIREMENTS

- Associate's degree in social services, human services, business management, management or successful completion of 60 semester hours of college course work in any of the following areas or combination of areas: social services, human services, business management or management.
- Certified Public Housing Manager (Public Housing Manager).
- Certified Apartment Manager (Non-Profit Housing Manager).

CORE COMPETENCIES

The following personal attributes are considered essential requisites for effective performance of the holder of this position:

- **Problem-Solving Expertise**: Identifying and defining problems/goals including scope and sequence or priorities for attainment; selecting and implementing alternative solution strategies; and supervising resources, constraints, and contingencies.
- **Influencing Capabilities**: Actions designed to assure the achievement of identified objectives in this area of functional responsibilities; accurate analysis of situations with appropriate related follow-up and supervisory approach responses; effective management of interpersonal behavior and/or conflict; demonstrated high level of adaptability required to effectively manage diverse, changing, and even competing task expectations.
- **Supervisory/Administrative Skills**: Basic set of supervisory skills involved in the efficient administration of this function including directing, implementing, motivating/communicating, and evaluation of the services it provides for the organization.
- **Planning Orientation**: Demonstrated competency in operational planning processes; ability to understand, and commitment to integrate the contributions to be made through this function; assessing, allocating and supervising the use of resources (material, staff, capital) in a prudent and orderly manner; monitoring, measuring and taking corrective actions required to achieve targeted results.

- **Positive Thinking & Attitude:** Maintains a positive work environment by creating job motivation, remaining enthusiastic about taking on challenges, demonstrating an “I care” attitude, approaching others in a pleasant, happy, and upbeat manner, and always finding the positive aspect of a negative situation; ability to resolve conflict in positive ways.
- **Communicates Effectively:** Presents ideas clearly and influentially through various means; identifies/shares important information in a timely manner; appears knowledgeable and confident in communicating information.
- **Work Ethic:** Dependable and meets commitments by exhibiting willingness to put in extra hours or extra effort to get the job done. Available and presentable for work on a consistent and timely basis.
- **Organization:** Develops plans to achieve objectives by identifying resources needed, time allocations, and anticipated obstacles. Utilizes planning tools and methods for prioritizing, organization and following through.

WORKING ENVIRONMENT AND PHYSICAL DEMANDS

- Office environment.
- Driving a vehicle to conduct work.
- Work Monday through Friday; some Saturdays may be required, hours to be determined.
- Hearing and speaking to exchange information in person or on the telephone.
- Seeing to read a variety of materials and to drive.
- Dexterity of hands and fingers to operate a computer keyboard.
- Sitting for extended periods of time.
- Operate mailing and other equipment.

ETHICS

HCHA Management is committed to maintaining the highest ethical standards. Applicants selected for employment are expected to perform work responsibilities with the highest degree of integrity, professionalism and honesty, to merit the respect of our co-workers, clients, partners, vendors and the general public. Applicants selected for employment are also expected to serve the public with dedication, concern, courtesy and responsiveness.

DISCLAIMER

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

Harris County Housing Authority is an Equal Opportunity Employer. If you are a person with a disability requiring assistance applying for this position, please contact hr@hchatexas.org. **Complete the application on the website and submit along with a resume and cover letter in PDF format to hr@hchatexas.org.**