



Deeply affordable. Thriving neighborhoods. Nearby services.

Title: Assistant Community Manager

Reports to: Community Manager

FSLA: Exempt

The mission of Jubilee Housing is building diverse, compassionate communities that create opportunities for everyone to thrive. Since 1973, Jubilee has worked to provide high quality affordable housing and holistic support to those experiencing persistent economic hardship in the Adams Morgan and Columbia Heights neighborhoods of Washington D.C. Jubilee operates thirteen properties totaling 465 units of affordable housing, with another four properties and 120 units under development, and offers robust programming for residents and community members pursuing life goals.

Jubilee Housing is an innovator in financing and social services for affordable housing communities in the heart of the Nation's Capital. Jubilee's model of Justice Housing is affordable to those with the fewest financial assets, located in neighborhoods where resources such as good schools, grocery stores, and public transportation are readily accessible, and near services that support residents as they pursue educational and career attainment.

POSITION DESCRIPTION:

Ensure a safe and attractive living environment for residents, exceptional quality and service, sustained resident satisfaction, operational efficiency, and strong financial results.

SPECIFIC DUTIES:

Job Responsibilities:

- Interacts routinely with residents; communicates effectively, appropriately, and courteously with residents, associates, management and guests to ensure that all areas of concern are addressed promptly and professionally.
- Implements sales and marketing activities both on and off site to achieve occupancy goals; recommends strategies to adjust activities as needed in response to market conditions, competitive pressures, apartment turnovers, and other factors influencing occupancy; maintains knowledge of competitive properties and market trends and makes recommendations as appropriate.
- Complies with Jubilee Housing's policies and procedures and external regulatory requirements; ensures solid understanding of Jubilee Housing's operational and human resources policies and procedures.
- Ensures strict compliance with the Fair Housing Act, shows and leases apartments; qualifies prospective residents in compliance with program requirements; manages lease renewal process.
- Collects rents, monitors and manages delinquencies and collections, and maintains accurate records.
- Provides direction to the team in the absence of the Community Manager.
- Promotes resident services initiatives in conjunction with the Resident Services Department.
- Prepares, monitors, and distributes reports on a variety of operational and financial data.
- Assists in processing property expenses such as vendor invoices.

- Participates in and attends all required training sessions.
- Keeps Community Manager informed of any information that could affect property operations.
- Supports other communities as assigned by management.
- Other duties as assigned.

Supervisory Responsibilities:

While this role has no direct reports, the Assistant Community Manager may act in a supervisory capacity, under the direction of the Community Manager. When participating in supervisory responsibilities such as planning, assigning, and directing the work of associates; appraising performance, rewarding and counseling associates; addressing complaints and resolving problems, s/he carries out supervisory responsibilities in accordance with Jubilee Housing policies and applicable laws.

DESIRED QUALITIES:

- Minimum three years' experience in property management, leasing, or a related field.
- High School Diploma or GED Equivalent.
- NCHM COS (Certified Occupancy Specialist) & TCS (Tax Credit Specialist) Certification or equivalent certification from a nationally recognized compliance training program and experience, or ability and commitment to obtain certifications at the next available course offering.
- Ability to work in a fast-paced environment demonstrating strong organizational and follow up skills along with an ability to manage multiple priorities.
- Strong verbal and written communication skills with the ability to interact, in English, with a diverse group of associates, residents and external agencies.
- Ability to apply reason, logic, and problem-solving skills to resolve typical operational issues.
- Ability to read, in English, at a level sufficient to understand policies and procedures, safety notices, general business correspondence and/or documentation.
- Bilingual (Spanish) is preferred.
- Strong computer and keyboarding skills with proficiency in Microsoft Word and Excel and the ability to quickly master new applications.
- Excellent interpersonal skills. Positive attitude, enthusiasm and energy. strong customer service orientation to older adults.
- Strong attention to detail.
- Ability to handle a high volume of telephone calls.
- Possess and maintain timely and reliable transportation.

BENEFITS:

Benefits include health, vision, and dental insurance, STD, LTD, and Life insurances, paid vacation, sick leave, holidays, transportation stipend and a 403b matched contribution retirement plan.

BACKGROUND CHECK AND DRUG SCREENINGS:

Finalist(s) for this position will be subject to a drug screening and will be required to consent to a pre-employment background check as a condition of employment.

Drug test results do not automatically preclude you from being considered for employment. We recognize that each candidate's circumstances may differ, and we evaluate all aspects of your application and qualifications before making a final decision.

REFERENCES:

Please be prepared to provide 3 professional references if you are selected for this role.

HYBRID WORK MODEL:

Three-day, onsite hybrid work schedule required; agreed upon schedule with manager.

TO APPLY:

Visit <https://ats.rippling.com/jubilee-housing/jobs>.

Jubilee Housing is an Equal Opportunity Employer