



Deeply affordable. Thriving neighborhoods. Nearby services.

Title: Senior Community Manager
Reports to: Director of Property Management
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:

The Senior Community Manager oversees the management of a portfolio of Jubilee Housing properties. The incumbent will ensure the financial, physical, and overall operational health of the properties within the assigned portfolio while supervising and collaborating with a team of Community Managers, Assistant community Managers, and Facilities Team.

SPECIFIC DUTIES:

- Supervise, lead and mentor a team of Community Managers, Assistant Community Managers, and collaborate with facilities team in managing the day-to-day operations of affordable housing communities, providing training, coaching, and motivation, as necessary.
- Adhere to all applicable state, federal, and agency rules, policies, procedures, and regulations at all times and serve as a resource on these guidelines to the property management team.
- Address the needs of residents, potential residents, vendors, and associates in a manner utilizing advanced skills in customer service to ensure that both the internal and external customers are treated with respect, have their concerns properly addressed in a timely manner, and are given proper information regarding policies, procedures, and practices.
- Assists in preparation of annual budget to maximize income, control expenditures and maintain financial objectives to meet pre-determined budgetary goals.
- Supervises overall daily operations of the community, including, but not limited to marketing, unit and exterior property inspections and capital improvements.
- Manage and oversee any critical incident that occurs on the property including resident, associate, or property incidents and assists in community emergencies.

- Responsible for all community cash management functions consisting of accounts receivable/payable and cash receipts.
- Responsible for maintaining an accurate inventory of tangible assets and analyze budget variances and submits written findings to Director of Property Management.
- Ensure timely and satisfactory completion of inspections such as annual unit, monthly site, and others.
- Collaborate with Resident Services Coordinators (RSC), resident associations, and other groups to ensure the provision of activities for the properties.
- Work closely with RSC to ensure effective and timely resolution of resident complaints and lease compliance issues.
- Maintain resident confidentiality and good working relationships with residents.
- Provide high level of customer service and ensure resident satisfaction through strong, open communication and follow through.

DESIRED QUALIFICATIONS:

- Advanced oral and written communication and public relations skills
- Always communicate with staff and residents in professional and respectful manner
- Proficient with Microsoft Office suite including Outlook, Word, Excel and property management software (RealPage products), One Site and Grace Hill
- Knowledge of and experience in property management, real estate and finance (building and maintaining a budget; coding and submitting invoices; preparing cash deposits)
- Able to work on several projects simultaneously, maintaining timeliness and accuracy
- Able to work independently, anticipate problems, and implement effective solutions
- Able to work a flexible schedule as needed to meet business and resident’s needs
- Attention to detail on all work projects

Education, Certifications/ Licenses, Related Experience:

- High school diploma, GED or equivalent.
- At least five years of property management and affordable housing management experience is required. Additionally, prefer a minimum of 2 years of experience managing multiple sites and over 100 units.
- Experience managing a property undergoing renovation is preferred, but not required.
- Relevant certifications for property management and affordable housing. Examples include the LIHTC, HCCP or SHCM Certification as well as CAM and/or Apartment Residential Manager (ARM) certifications.

Physical Job Requirements:

- Able to remain in a stationary (standing and seated) position more than half the time
- May need to move about the office(s) less than half the time
- Able to operate a motor vehicle. Possess a driver’s license and personal car insurance.
- May need to kneel, crawl, or crouch down less than half the time
- Must be able to maneuver (lift, move, carry, slide, etc.) 15 – 30 pounds as needed
- Able to operate equipment/machinery that requires the constant use of hands/fingers/wrists (ex.’s: typing, filing, etc.) more than half the time
- Able to spend more than half the time viewing computer monitors

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