

WPMC Job Description

Job Title: Community Manager - Holmead Apartments

Department: Property Management

Reports To: Senior Community Manager

Supervisory Role: Yes

FLSA Status: Exempt (Salaried)

Company Overview

Wesley Housing, a leading nonprofit developer in Northern Virginia and the District of Columbia, has worked to provide affordable rental housing for individuals and families for nearly 50 years. Since its founding, Wesley Housing has emerged as a premier developer of affordable housing. Wesley Housing has acquired or developed over 2,900 rental units, providing quality housing for thousands of at-risk individuals and families each year. Wesley Housing supplements housing with supportive services to build up the lives of its residents, including low- and moderate-income families, older adults, and individuals with disabilities and/or chronic disease. Wesley Housing's headquarters are located in Alexandria, VA (Fairfax County). For more information, please visit www.wesleyhousing.org and follow @WesleyHousing on social media.

To apply, please visit our careers website at <https://wesleyhousing.org/about-us/careers/>. Click on *Open Positions*. Select the position you are interested in. Then click the *Apply* button to submit your application.

Property Summary

Holmead Apartments is a 100-unit building in the Columbia Heights (Ward 1) neighborhood of Washington, DC. The community contains studio apartments, one-bedrooms, and a few two-bedroom units, as well as some underground parking spaces. Holmead is in a prime location with the Columbia Heights Metro Station only 0.4 miles away, along with several bus lines, a Giant grocery store, and many retail establishments nearby.

Job Summary

The Community Manager (CM) manages Holmead Apartments in Washington, DC. The CM oversees leasing, maintenance, compliance with federal, state, and local housing laws, and all administration. The manager also supervises staff (currently an Assistant Community Manager, Maintenance Supervisor, Maintenance Technician & Janitorial Tech) and is a regular presence at assigned properties.

Essential Functions

- Coordinate the day-to-day operations of the property, including site management and administrative functions.
- Manage rent collection and address delinquent rents within policy guidelines.
- Supervise the maintenance staff to ensure curb appeal, completion of work orders, unit turnover, and completion of grounds and building maintenance in a timely manner.
- Train, coach, and guide the work of other team members.
- Use knowledge of tax credits and public housing management policy to facilitate potential resident interviews, income calculations, and to process lease applications.
- Ensure all government guidelines and compliance (Sec. 8, HUD and Tax Credit) requirements are met and appropriate records are maintained.

WPMC Job Description

- Participate in tenant selection; conduct resident and prospective resident interviews, initiate background checks and application verifications.
- Prepare apartment leases and lease renewal documents, income certification and rent registration.
- Submit resident certifications and subsidy billing to contract administrators.
- Attend meetings involving properties and tenants within scope of work and based on impact to community.
- Proactively work to ensure budget and expense control. Perform within budget and purchasing guidelines.
- Maintain on-going communication with tenants including quarterly resident meetings.
- Develop maintenance work schedules.
- Conduct site inspections of grounds, common areas and apartments.
- Assist Resident Services with relocation of tenants during planned renovations.
- Perform move in/move out inspections.
- Investigate and resolve resident complaints.
- Maintain rent rolls; reconcile resident accounts and prepare vacancy reports.
- Coordinate timely apartment turnover procedures.
- Prepare daily bank deposit.
- Manage and coordinate preparation and delivery of all correspondence to residents (rent changes, terminations, etc.).
- Maintain positive relationships with residents.
- Ensure consistent application of property policies.
- Maintain inventory of all equipment and supplies and issue purchase orders.
- Maintain vendor files.
- Submit completed purchase orders and invoices for payment to Accounting.
- Maintain and update potential resident waiting lists.
- Prepare verification forms, Sec. 8 vouchers / voucher adjustments, and payment authorization forms.
- Prepare income certifications in accordance with IRS- Section 42.
- Maintain current knowledge of federal, state, and local housing authority regulations and requirements applicable to property management.
- Perform other duties as assigned.

Required Knowledge, Skills, Abilities

- Excellent oral, written and interpersonal communication skills
- Proficient with Microsoft Office suite including Outlook, Word, Excel, etc.
- Proficient with property management software (we use Real Page OneSite)
- Able to work on several projects simultaneously, maintaining timeliness and accuracy
- Able to work independently, anticipate problems, and implement effective solutions
- Able to perform basic math calculations and adhere to a budget
- Attention to detail

Preferred Education, Certifications/ Licenses, Related Experience

- High school diploma, GED or equivalent
- At least two years of property management and affordable housing management experience
- 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.

WPMC Job Description

- Bilingual preferred (English and Spanish)

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 less than half the time
- May need to kneel, crawl, crouch down less than half the time
- Must be able to maneuver (lift, move, carry, slide, etc.) 15 – 40 pounds
- 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

Travel Requirements

- This position requires travel between offices and site locations up to 30% of the time

Wesley Housing has a mandatory COVID-19 vaccination policy.

All employees are required to be vaccinated against COVID-19 unless they have been approved for a medical or religious exemption.

Wesley Housing offers a generous benefits package to full-time employees that includes a competitive salary, health insurance, disability insurance, paid time off, flexible work schedule, opportunities for training, and a retirement plan with a company match.