

WPMC Job Description

Job Title: Senior Community (Property) Manager
Department: Property Management
Reports To: Vice President of Property Management
Supervisory Role: Yes
FLSA Status: Exempt (Salaried)

Company Overview

Wesley Housing is a nonprofit community housing developer whose mission is to develop, own, operate, preserve, and maintain affordable housing and sustain quality communities for low- and moderate-income families and individuals across the Washington, D.C. region. The heart and soul of Wesley Housing's mission lies in our commitment to combine affordable housing with family programs and supportive services to foster positive development and self-sufficiency for all adults, children, and families. Wesley Housing's headquarters are located in Alexandria, VA (Fairfax County). Our apartment communities are located throughout the Washington, D.C. metro region.

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.

OR

To learn more about us, please visit our website at <https://wesleyhousing.org>

Job Summary

The Senior Community Manager (SCM) oversees community managers at multiple residential communities, and directly manages at least one residential community in his/her region. The SCM oversees leasing, maintenance, compliance with federal, state, and local housing laws, and all administration. The manager also supervises staff and is a regular presence at assigned properties.

The ideal candidate is a pro-active and involved leader who knows the staff, assigned properties, and surrounding communities well. The SCM works collaboratively with Resident Services and other members of Property Management to maintain fully occupied, well-managed properties with an engaged and stable resident population.

Location

This Senior Community Manager will lead the Washington, DC territory, currently consisting of these properties: Brookland Place, 1 Hawaii Avenue, Cedar Street and New Hampshire Apartments.

Essential Functions

- Manages a team of supervisory and front line staff
- Oversees and coordinate the day-to-day operations of at least one property, including site management, administrative and maintenance functions
- Manages people-related functions including hiring, training, supervising, rewarding, and evaluating staff

Updated: 6/2/2022

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- Oversees and manages rent collection and addresses delinquent rents within policy guidelines
- Uses knowledge of tax credits and public housing management policy to facilitate potential resident interviews, income calculations, and to process lease applications.
- Participates in tenant selection; conducts resident and prospective resident interviews, initiates background checks and application verifications.
- Performs move in/move out inspections.
- Prepares apartment leases and lease renewal documents, income certification and rent registration. Uses expertise to ensure certifications are in accordance with IRS- Section 42.
- Ensures recertification requirements are met and reports are prepared on time, including subsidy billing to contract administrators.
- Assists staff members in maintaining rent rolls, reconciling resident accounts and preparing vacancy reports
- Monitors and coordinates timely apartment turnover procedures
- Prepares and ensure bank deposits are made daily by designated team members
- Manages and coordinate preparation and delivery of all correspondence to residents (rent changes, terminations, etc.)
- Regularly submits completed purchase orders and invoices for payment to Accounting
- Maintains and updates potential resident waiting lists
- Prepares verification forms, Sec. 8 vouchers / voucher adjustments, and payment authorization forms
- Oversees and prepares the annual rental division operating budgets for all assigned properties
- Reviews budgets and financial reports periodically with Senior Management
- Proactively works to ensure budget and expense control. Performs within budget and purchasing guidelines.
- Prepares written reports of division operations monthly, and additionally as necessary
- Investigates and resolves resident complaints
- Maintains positive relationships with residents, including initiating on-going communication and actively participating in quarterly resident meetings
- Alerts appropriate team members and escalates tenants or maintenance problems when necessary
- Supervises the janitorial and maintenance staff to ensure curb appeal, completion of work orders, unit turnover, and completion of grounds and building maintenance in a timely manner
- In collaboration with the Maintenance Supervisor, develops maintenance work schedules; establishes and keeps updated records for all properties
- Conducts site inspections of grounds, common areas and apartments
- Prepares bids, reviews proposals and makes recommendations for contract work, including janitorial, landscaping and snow removal, trash service, and concessions
- Assists the Relocation Manager with relocation of tenants during planned renovations
- Ensure all government guidelines and compliance (Sec. 8, HUD and Tax Credit) requirements are met and appropriate records are maintained.
- Maintains current knowledge of federal, state, and local housing authority regulations and requirements applicable to property management
- Ensures consistent application of Wesley Housing policies
- Maintains inventory of all equipment and supplies
- Responsive to requests for information

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- Performs other duties as assigned

Required Knowledge, Skills, Abilities

- Advanced oral and written communication and public relations skills
- Proficient with Microsoft Office suite including Outlook, Word, Excel and property management software (Realpage products)
- 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
- Attention to detail

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.
- Bilingual preferred but not required (Spanish or Vietnamese)

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 regularly maneuver (lift, move, carry, slide, etc.) 15 – 30 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
- This role is exposed to hazardous chemicals and materials, outdoor weather conditions, and non-climate-controlled workspace (s) less than half the time
- This role must be able to identify and distinguish between colors less than half the time

Travel Requirements

- Requires local travel between Wesley sites 25% to 50% 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.

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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.