



Longmont Housing Authority

**Announcement: 03/30/22
Position Open Until Filled**

Position Title: Assistant Community Manager
Full-Time, Benefitted Position, Non-exempt

Hiring Range: \$19.99 - \$22.21 p/hour
Monday – Friday, 8:00am – 5:00pm

Benefits include: Medical, Dental, Vision, Flex Spending, Defined Benefit Pension Plan through Public Employees' Retirement Association (PERA), Life & Survivor, Term Life & AD&D, Long Term Disability, Bereavement, Jury & Witness Duty, FMLA, Military Leave, Sick, Vacation, Holiday pay, EAP, Tuition Assistance. Other benefits: Optional, employee elected, voluntary benefits are available.

Job Summary: The Assistant Community Manager is responsible for administrative support of operations including but not limited to management, leasing, compliance, and community relations for Longmont Housing Authority's portfolio of Section 8, tax credit, and affordable multi-family and senior housing under the supervision of the Regional Property Manager.

Essential Responsibilities:

Property Management

- Assists the Community Manager with property operations within accordance of all Federal, State, and Local Fair Housing laws.
- Assists with traffic flow through the doors by vendors, residents, and guests; fields incoming calls and emails.
- Helps to maintain accurate information in property management database (Yardi).
- Reports building or grounds related issues to the maintenance team or appropriate vendor.
- Assists with inspections of common areas to ensure LHA's Impression & Safety Standards are met.

Leasing Management

- Carries out First Impression Tours of the property and resident units.
- Assists with leasing process from initial application and lease-up through move-out; maintains waitlists.
- Helps to maintain detailed, neat, and accurate resident files and maintains a high degree of confidentiality.
- Assists with the rent collection process according to LHA's procedures including data entry.
- Processes renewals and re-certifications and assists with lease terminations.
- Assists the community manager with lease violations, eviction notices, and eligibility using federal, tax credit, and local program guidelines.
- Assists with maintenance team coordination to minimize turnover delays and costs.
- Works closely with all LHA departments, funding agencies, and local agencies when required.

Resident Management

- Fosters a welcoming and empowering resident culture.
- Adheres to LHA's code of conduct; leads by example in all written/verbal communication with residents.
- Welcomes and assists with orientations for new residents.
- Assists the community manager in receiving and responding to all resident or public feedback in a timely, thoughtful, and diplomatic manner.
- Acts as resident liaison and helps resolve conflict.
- Assists with the investigation of disturbances and lease violations; reports suspicious or criminal activity to the community manager to ensure the safety of the residents and property.

- Anticipates unsafe circumstances and acts accordingly to prevent accidents or injuries.

Compliance Management

- Assists in the performance of complex calculations of assets, income, and rent payments for resident certifications.

Performs computer data entry and correspondence for compliance as needed.

Performs other duties as assigned to meet the needs of LHA.

Required Qualifications:

2+ years of property management experience. Proficiency in Word, Excel, and Outlook with a strong working knowledge of computers. **Affordable housing program experience (HUD 202, LIHTC, and Section 8)**. Critical thinking skills and attention to detail are essential for success in this position. Professional personal appearance and desire to continue building on skill sets. Valid Colorado driver's license, good driving record, and background check required.

Desired Experience, Knowledge and Qualities:

- Sensitivity and ability to relate to diverse populations.
- Demonstrated professional, courteous and effective communications skills; both written and verbal.
- Proven composure in difficult situations with the ability to manage and resolve interpersonal conflicts effectively.
- Ability to establish appropriate boundaries with residents and foster a healthy resident culture.
- Committed to providing excellent customer service in person and over the telephone.
- Ability to make sound independent judgments.
- Assumes responsibility for completion of a complex workload without immediate supervision.
- Demonstrated time management and organizational skills.
- Demonstrated ability to perform detail-oriented work accurately with excellent math skills.
- Highly desired to be Bilingual English and Spanish, written and verbal.

Working Environment:

This position works in an office setting requiring the ability to lift to 20 pounds, carrying, walking, bending and standing; frequent hand/eye coordination and finger dexterity to operate a personal computer and office equipment, vision acuity, speech and hearing. Ability to access all areas of the building for required property inspections. Frequently uses standard office equipment including personal computers, calculators, printers, fax, and copy machines.

DEADLINE: An ONLINE APPLICATION is required. This job is Open Until Filled. The online application process is available for this position on our website at www.longmontcolorado.gov/jobs Resumes are not accepted in lieu of the City Application. For more information, call (303) 651-8609.

Longmont Housing Authority is an equal opportunity employer and seeks to employ and assign the best qualified personnel in a manner that does not discriminate based on race, color, religion, gender, marital status, age, national origin, physical or mental disability, sexual orientation, veteran/reserve and National Guard status or characteristic protected by law



Longmont Housing Authority and Longmont Housing Development Corporation

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