



Housing Authority of the City of Longmont

Announcement: 04/26/22

Position Open Until Filled

Position Title: Community Manager
Full-Time, Benefitted Position, Exempt

Hiring Range: \$26.66-\$29.62/hour

Monday – Friday, 8:00am – 5:00pm with occasional nights and weekends in emergency or special situations.

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 Community Manager performs on-site property management, leasing, compliance, and community relations for the Housing Authority of the City of Longmont's (LHA) portfolio of section 8, tax credit, and affordable multi-family and senior housing under the supervision of the Regional Property Manager.

Essential Responsibilities:

1. Property Management

- Manages property operations in accordance with all Federal, State, and Local Fair Housing laws and according to LHA philosophy, policies, and protocols.
- Manages traffic flow through the doors by vendors, residents, and guests; fields incoming calls and emails.
- Maintains accurate and timely input of information in property management database (Yardi).
- Produces accurate and timely reports for the LHA Board, investors and funders.
- Works closely with maintenance team to address building or grounds related issues in a timely manner.
- Coordinates property meetings and participates in problem solving around property issues.
- Addresses and resolves property issues and/or complaints about the property in a timely fashion.
- Conducts daily and monthly inspections of the property (ies) to ensure LHA's Impression & Safety Standards are met.
- Ensures compliance with the lease and addendums, and house rules.
- Performs annual inventory of fixed assets.
- Works with LHA staff to prepare and manage an annual budget for the property.
- Explores opportunities for revenue growth and/or expense reductions.
- Documents issues in the system in a timely and accurate manner.

2. Leasing Management

- Carries out "First Impression Tours" of the property and resident units.
- Manages unit turnovers, works with Maintenance staff to make units available as soon as possible; works with LHA staff to refer wait list applicants for vacant units.
- Manages security deposit refunds according to State and Federal laws.
- Depending on property, manages leasing process from initial application and lease-up through move-out; maintains all appropriate wait lists.
- Maintains detailed, organized, and accurate resident files and maintains a high degree of confidentiality following all agency protocols and applicable laws.
- Carries out rent collection process according to LHA's procedures, including data entry and rent rolls.
- Conducts inspections of resident units to maintain LHA's Impression & Safety Standards.
- Processes renewals and re-certifications; processes lease terminations.
- Manages, monitors, and enforces lease violations in a consistent manner in accordance with LHA guidelines; serves and follows-up on violation notices.

- Works with partner agencies to prevent and do early intervention with regard to lease violations in order to work with residents to help them stay housed if possible.
- Certifies eligibility using federal, tax credit, and local program guidelines.
- Coordinates with the maintenance team to minimize turnover delays and costs.
- Works closely with all LHA departments, funding agencies, and local agencies when required.
- Documents issues in a timely and accurate manner.

3. Residential Community Development

- Fosters a welcoming and empowering resident culture.
- Adheres to LHA's and the City's organizational attributes; leads by example in all written/verbal communication and personal interactions with residents.
- Conducts orientations that promote a welcoming environment for new residents.
- Coordinates and works with residents to support social and educational programming offered within the building.
- Receives and responds to all resident or public feedback in a timely, respectful, and thoughtful manner.
- Facilitates conflict resolution among residents.
- Provides information and warm referrals to residents that could benefit from resources provided by community-based agencies.
- Investigates disturbances and lease violations; reports suspicious or criminal activity to the appropriate law enforcement authorities to ensure the safety of the residents and property.
- Anticipates unsafe circumstances and acts accordingly to prevent accidents or injuries.
- Documents issues in a timely and accurate manner.

4. Compliance Management

- Performs complex calculations of assets, income, and rent payments for resident certifications and recertifications
- Performs computer data entry and correspondence for compliance as needed.
- Prepares for and participates fully in monitoring(s) conducted by funders/investors.
- Ensures properties comply with all investor and funder requirements.

5. Active and supportive member of the LHA team

- Either directly supervises or assists in the supervision and training of Community Assistants.
- Participates in strengthening a team approach in property management working well with various sub teams especially; maintenance, HCV, administration, and other property managers.

6. Training/Knowledge Acquisition

- Actively participates in training and learning opportunities to increase and demonstrate knowledge and application of public housing best practices, LHA policies and procedures, and current laws and requirements.

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

Required Qualifications:

Associates degree in business administration or related field **and/or** 5 years of progressively responsible 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) including fair housing knowledge; ability to complete Fair Housing training within thirty days of employment. 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. Ability to work well with a diverse group of persons. Valid Colorado driver's license, good driving record, background check and drug screen required.

Desired Experience, Knowledge and Qualities:

- Sensitivity and ability to relate to diverse and vulnerable 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 and empowered resident culture.

- Committed to providing excellent customer service.
- Ability to demonstrate empathy, compassion and active listening when interacting with residents.
- Knowledge of behavioral de-escalation techniques is a plus.
- Ability to make sound independent judgments.
- Assume 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.
- Ability to work well with co-workers and strengthen the LHA team.
- Maintain the delicate balance of supporting housing retention for tenants and ensuring compliance with lease requirements.
- Knowledge of trauma informed care principles and practices.

Working Environment:

This position works in an office setting requiring the ability to lift up to 20 pounds, occasional lifting, carrying, walking, bending and standing; frequent hand/eye coordination and finger dexterity to operate 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, and copy machines. Office setting is located within the property(s) to be managed and employee may often be the only staff person on site.

Submit resume to the Housing Authority of the City of Longmont at erica.maresmoncada@longmontha.com or mail to: Housing Authority of the City of Longmont, 350 Kimbark Street, Longmont, CO 80501, attention: Erica Mares.

The Housing Authority of the City of Longmont 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.

