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## **FOUNDATION COMMUNITIES JOB DESCRIPTION**

### **Supportive Housing Community Manager**

**JOB TITLE:** Supportive Housing Community Manager

**REPORTS TO:** Regional Property Supervisor

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*Foundation Communities is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, veteran status, sexual orientation and gender identity.*

#### **PRIMARY RESPONSIBILITY:**

Responsible for coordinating resources to effectively manage the community and accomplish objectives established by upper management.

#### **ESSENTIAL DUTIES and RESPONSIBILITIES:**

- ✓ Supervise leasing, maintenance and marketing activities to ensure compliance with policies and procedures regarding the property operations
- ✓ Ensure 24 hour turnaround time on routine maintenance requests.
- ✓ Analyze performance and trends to develop and implement monthly marketing plan.
- ✓ Supervise staff; including personnel scheduling, training, performance reviews, hiring, promotions and terminations.
- ✓ Leadership skills and understanding the effective management of personal development
- ✓ Motivate personnel for optimum performance and productivity..
- ✓ Enforce safety policies, regulations and OSHA compliance.
- ✓ Secure bids for repairs and replacement work beyond capability of staff.
- ✓ Provide excellent customer service while maintaining the highest standards.
- ✓ Complete required and requested reports in an accurate and timely manner.
- ✓ Assist in preparation of budget, and adherence to approved budgets.
- ✓ Attend specific training in order to be current and updated on all Property Management and various Compliance programs.
- ✓ Ensure all compliance requirements are being met for various funding sources including initial compliance as well as the re-certification process.
- ✓ Maintain good resident relations while working with and being sensitive to a diverse, low income, multi-ethnic population including but not limited the handling of volatile situations, crises, conflict resolution and emergency situations.
- ✓ Maintain an on going relationship with on site Resident Services staff and/or supportive services staff to resolve any resident/landlord issues as they arise utilizing a "Blended Management" approach.
- ✓ Adheres to Foundation Communities' Policies and Procedures Manual

#### **REQUIREMENTS:**

Practical experience required with at least two years in the industry and/or in a position of similar responsibilities. Supervision experience and Certification through an accredited housing association is a plus. Must speak and write English fluently to communicate effectively. Onsite or other Property Management software experience a must. Knowledge of Fair Housing is required. Works on problems of diverse scope where analysis of data requires evaluation of identifiable factors. Exercises judgment within generally defined practices and policies in selecting methods and techniques for obtaining solutions. The Community Manager should possess thorough knowledge of the specific programs relative to the property such as LIHTC, HOME, etc.. This will include the gathering and verification of all documentation necessary to meet specific program compliance with the above programs.

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Applicant must possess the ability, willingness and sensitivity to work with a diverse, low income population. Experience and/or training in social work or social services is preferred.

#### **PHYSICAL DEMANDS:**

While performing the duties of this job, the following functions are required CONSTANTLY: walking or sitting, grasping/gripping, bending/stooping/squatting, finger dexterity, computer input, coordination of hand, eye and foot. The employee must be able to stand or climb stairs FREQUENTLY. The employee must be able to reach above the shoulder, lift 5-25 pounds, climb ladders, and do push/pull motion OCCASSIONALLY.

#### **OTHER:**

Foundation Communities provides an excellent benefit package including employer paid health benefits, 401(k) investment opportunity, Employee Assistance Program, Annual and Personal leave.

#### **TO APPLY:**

Please send a cover letter, three references and a resume to [resumes@foundcom.org](mailto:resumes@foundcom.org). Be sure to include the position for which you are applying in the subject line and body of your e mail. Thank you.

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