



**Community Manager  
January 2019**

Unison Housing Partners is empowering people and strengthening communities in Adams County as a progressive housing authority built to address 21st century challenges. We are focused on ending the cycle of generational poverty by providing individuals and families with access to affordable housing, support programs, and by engaging in socially conscious community development. We collaborate with nonprofit organizations, government agencies, the private sector, property owners, housing providers and the community to ensure stability and economic self-sufficiency are achievable goals for all Adams County residents.

The Community Manager manages an asset with multi layers of funding that can include HOME, Tax Credit and PBV units by performing the following duties personally or through subordinate supervisors.

Unison Housing Partners manages 14 properties in its portfolio. This includes 1,656 total units, of which 1,244 are a part of affordable programs such as tax credit, 50058, 50059, public housing, NSP, and home funds.

**Essential Duties and Responsibilities Include but are not limited to the following:**

- Manage, direct and coordinate efforts of staff; hires, schedules, trains, evaluates, promotes, counsels, and disciplines associates
- Direct marketing and management of all housing rental applications
- Interview prospective residents and perform required verifications according to the Low Income Tax Credit Program according to the HUD 4350.3 Occupancy Handbook and HOME program
- Maintain occupancy and rent revenues
- Lease apartments by showing prospective residents apartment models and/or available apartments
- Collect security deposits as required, and completes lease paperwork outlining conditions and terms of occupancy
- Collect all rents including delinquent rents and maintain uncollected rents below 2-3%.
- Investigate and resolve resident complaints and inspects vacated apartments to determine needed repairs or maintenance
- Adheres to all laws relative to multi-family housing including the Fair Housing Act, and ADA

- Interacts with residents in a courteous and professional manner.
- Understands and adheres to Unison Standards of Performance. Holds team accountable to the standards as expected by Unison

### **Managing for Results**

Sets challenging and productive goals for team, keeps team accountable for actions, provides leadership and motivation, provides resources and support, uses checkpoints and data to track progress, sets up systems and processes to measure results.

### **Decision Making/Judgment**

Recognizes problems and responds, systematically gathers information, sorts through complex issues, seeks input from others, addresses root cause of issues, makes timely decisions, can make difficult decisions, uses consensus when possible, communicates decisions to others.

### **Sales Skills**

Develops new business, identifies and sells to customer needs, translates product features to benefits, has good listening skills, is sensitive to customers, delivers effective presentations, negotiates well, uses closing skills appropriately, develops sales skills.

### **Team Leadership**

Anticipates and resolves conflicts, turns team diversity into an advantage, uses unique team talents, defines processes and goals, works for consensus.

### **Budget/Cost Controls**

Plans for and uses resources efficiently, always looks for ways to reduce costs, creates accurate and realistic budgets, tracks and adjusts budgets, contributes to budget planning.

### **Education/Experience:**

Bachelor's degree (B. A.) is preferred from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience. Certifications, such as CAM, CAPS or CPM are very desirable.

### **Language Ability:**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### **Math Ability:**

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

**Reasoning Ability:**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**Computer Skills:**

To perform this job successfully, an individual should have knowledge of Microsoft Word and Excel documents; Outlook and Internet products and Yardi software.

**Supervisory Responsibilities:**

Responsible for the overall general direction, coordination, and evaluation of Leasing Office employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

**Work Environment:**

The work environment characteristics described here are representative of those Community Managers encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly exposed to outdoor weather conditions. The employee is occasionally exposed to wet or humid conditions (non-weather); work near moving mechanical parts; fumes or airborne particles; toxic or caustic chemicals and risk of electric shock. The noise level in the work environment is usually moderate.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to use hand to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is regularly required to stand; walk and sit. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must regularly lift up to 10 pounds, frequently lift up to 25 pounds, and occasionally lift up to 50 pounds. Specific vision abilities required by this job include close vision; color vision and depth perception.

**To Apply:**

Please submit cover letter and resume to Lauren Grimsley: [lgrimsley@unisonhp.org](mailto:lgrimsley@unisonhp.org)

Unison Housing Partners offers competitive compensation and an excellent benefit package, which includes medical, dental, vision, life, short-term and long-term disability, 401(k) match and participation in the Public Employer's Retirement Association.

Unison provides, to the greatest extent possible, employment, on the job training and contract opportunities for low – and very-low income residents in connection with projects and activities administered by the Housing Authority. We are an Equal Opportunity Employer, Gender/Minority/Veterans/Disabled. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.