

**BOULDER HOUSING PARTNERS  
POSITION DESCRIPTION**

DATE: 10-2020

**POSITION TITLE:** Assistant Community Manager

**STATUS:** Non-Exempt

**DEPARTMENT:** Property Management

**PAY GRADE:** 4

**OVERALL JOB OBJECTIVE:**

Under general supervision, the Assistant Community Manager provides support to the property managers for public housing, section 8 project-based, affordable, tax credit, and market rate housing in the City of Boulder. Functions include monitoring age receivables, completing financial reports, marketing planning, monitoring activities related to occupancy, processing and monitoring renewal and recertification paperwork, showing apartments, completing compliance reports, filling in for property manager as needed, and performing property management related duties as required.

**COMPETENCIES:**

**Interpersonal Skills** – Commits to finding ways to work with a wide array of people and finds ways to adjust to working in different situation and with people who have different styles.

**Peer Relationships** – Can quickly find common ground and solve problems for the good of all, can solve problems with peers with a minimum of noise, is seen as a team player and is cooperative, easily gains trust and support of peers, encourages collaboration, can be candid with peers.

**Dealing with Ambiguity** – can effectively cope with change, can shift gears comfortably, can decide and act without having the total picture, isn't upset when things are up in the air, doesn't have to finish things before moving on, can comfortably handle risk and uncertainty.

**Self-Knowledge** – is personally committed to and actively works to continuously improve him/herself, understands that different situations and levels may call for different skills and approaches, works to deploy strengths, works on compensating for weakness and limits.

**Customer Service** – Provides exemplary customer to applicants, residents, community partners, and co-workers.

**DUTIES AND RESPONSIBILITIES:**

1. Assist with property management financial processes. This includes the following:
  - Monitor and post monthly rents for the portfolio
  - Monitor resident ledgers
  - Monitor and manage age receivables according to policy
  - Process demands and ensure rent collection policies are followed
  - Perform month end review and reporting
  - Review, monitor, and manage GPRI reports
  
2. Assist with processing all paperwork and mailings related to recertifications and renewals. This includes the following:
  - Maintain and create filing and logging systems for first, second and final mailings

- Process recertification and send notification of recertification to residents
  - Mail letters and packets and track return of documents
  - Review forms for accuracy and completeness. Research and obtain missing information as needed
  - Organize paperwork and assist as requested
  - Track traffic, enter data into Yardi software system
  - Maintain organized resident files
3. Assist with lease-up of vacant units. This includes the following:
    - Respond to inquiries via telephone and walk ins
    - Process and maintain waitlists
    - Manages marketing plan for the properties
    - Process applications for housing
    - Conduct landlord references
    - Conduct background checks
    - Check files for eligibility criteria
    - Show available units
    - Conduct pre-leasing inspections of vacant units to ensure units are in move-in condition
  4. Assist with move outs. This includes the following:
    - Inspect and walk units at move out
    - Assess charges with maintenance
    - Assess and complete move out disposition
    - Process move out file
  5. Assist community managers by:
    - Holding office hours on-site as needed
    - Posting notices at sites
    - Filing
    - Interpreting for Spanish-speaking clients
  6. Assist community managers with resident issues, including:
    - Monitor rent collections and late payment reports
    - Initiate and follow up on resident payback agreements
    - Assist with resident issues, requests and communications
    - Working knowledge of Reasonable Accommodation situations under Section 504
  7. Assist with all other paperwork issues, including but not limited to filing, reporting requirements for the various funders and program administrators.
  8. Performs related duties as required by management to meet the needs of BHP.
  9. Regular, predictable attendance is an essential function of this position.
  10. Takes proper safety precautions, anticipates unsafe circumstances, and acts accordingly to prevent accidents. Is responsible for the safety of self, others, materials, and equipment. Uses all required safety equipment.

Generally, duties and responsibilities are listed from most to least critical or time consuming.

Boulder Housing Partners is committed to hiring employees who provide good customer service; our employees communicate courteously and responsively and provide effective and efficient service to the public and co-workers.

**CHAIN OF SUPERVISION:**

- (1) TITLE OF IMMEDIATE SUPERVISORS: Community Manager
- (2) TITLE(S) OF POSITION(S) OVER WHICH THIS POSITION HAS DIRECT SUPERVISION:  
N/A

**MACHINES AND EQUIPMENT USED IN WORK INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING:**

Computer, printer, postage machine, telephone, photocopy machine, facsimile machine, and calculator/adding machine.

**REQUIREMENTS:**

High school diploma or equivalent. Strong organizational experience. Experience with data entry and database management. Ability to accurately verify multiple sources of information and make assessments. Demonstrated ability to communicate with internal and external customers; proven composure in difficult situations; ability to manage and resolve conflict effectively. Attention to detail. Ability to work with diverse populations. Interest, desire, ability and commitment to provide excellent customer service in person and over the telephone. Ability to work independently, take initiative, handle multiple tasks simultaneously, and to assume responsibility for completion of complex workload without close supervision. Acceptable background information, including criminal history. Valid Colorado driver's license and acceptable motor vehicle record.

**DESIRED QUALIFICATIONS:**

Experience with housing software, particularly Yardi. Customer Service experience. Bilingual Spanish/English.

**WORKING CONDITIONS:**

**Physical Demands:** This position works in an office setting. In the office it is primarily sedentary physical work requiring the ability to lift a maximum of 20 pounds; occasional lifting, carrying, walking, bending over (to file) and standing. Extensive data entry. Frequent hand/eye coordination and finger dexterity to operate personal computer, adding machine, and office equipment; vision for reading, recording and interpreting information; speech communication and hearing to maintain communication with employees and customers.

**Work Environment:** Works in clean, comfortable office environment. Non-private office.

**Equipment Used:** Frequently uses standard office equipment including personal computers, adding machine, calculators, printers, shredders, electronic date stamp, fax and copy machines.