

JOB DESCRIPTION

Job Title: **Community Manager**

Supervisor: Investment Portfolio Manager

Position Summary:

The Community Manager is in charge of the day-to-day operations of an assigned community including supervising community team members, daily resident activities, and resources to achieve or exceed annual community budgeted financial and operational goals.

Essential Functions and Responsibilities:

- Lead and educate team members to work toward maximizing the net income of the community.
- Review availability and leasing activity daily and communicate leasing goals to the team.
- Oversees all operations including maintenance, capital improvements, resident lease administration, budgeting, forecasting, reporting, collections, evictions, marketing, lease renewals, service contracts, expense control, etc.
- Work closely with the Investment Portfolio Manager (IPM), in achieving occupancy goals, recommend strategies to increase revenue and minimize expenses while delivering quality product and customer satisfaction.
- Conduct all business in accordance with GRE's policies and procedures. Understands local laws including Fair Housing, Americans with Disabilities Act, Fair Credit Reporting, and all other state laws.
- In conjunction with the IPM, the Community Manager will assist in the formulation of budgets.
- Ensures that all rents are collected when due.
- Performs evictions, utility cut-offs, and landlord liens on required delinquent rents.
- Consistently communicates with vendors and contractors concerning work scheduling, billings, vendor relations, and Compliance Depot.
- Makes rental rate recommendations to the IPM.
- Uses social media, on-line advertising, and other various marketing tools/programs.
- Hires, trains, motivates, and supervises all on-site team members. Involved with new employee orientation and training; reviews and approves all timesheets.
- Guide, coach, mentor and provide productive and constant feedback to on-site employees, ensuring they are meeting expectations and following the learning and development plans assigned to their roles.
- In conjunction with the IPM, facilitates disciplinary procedures and documentations up to and including terminations if necessary.
- Conducts on-going training with on-site team members (e.g. workplace safety).



- Understands and reports all liability and community incidents to the IPM immediately. Ensures that all worker compensation claims are reported, and proper paperwork completed.
- Ensures that lease files are complete.
- Conduct market surveys. Shop competition and be aware of other properties in the neighborhood. Maintains awareness of market/industry conditions.
- Welcome and show community to prospective new residents.
- Provides excellent customer service and communication to residents. Manage resident relations process, community events, and actively work to resolve challenges in a timely manner.
- Works to continuously improve and enhance the resident experience, customer satisfaction, and increase renewals.
- Take responsibility for the community's curb appeal, monitor rent ready.
- Continuous collaboration with the IPM.
- Collaborates with various corporate platforms to support team members in the success of the property including; Marketing, Accounting, People Developing People, Training, Risk, etc.
- Coordinate special projects as requested by the IPM.
- Promote company goals and vision.

Other duties and special projects as assigned:

As part of our Business Continuity Plan, essential job responsibilities will include (but are not limited to) the following:

- Knowledgeable about company guidelines on Business Continuity Plan resources.
- Responsible for ensuring all facets of Assistant Community Manager and Leasing Specialist job duties are maintained.
- Communicates daily priorities with assigned team(s) at least 4 times per day; maintains team participation and visibility. Check-ins can be done over the phone or via Microsoft Teams.
- Provides clear instructions and deadlines, interim checkpoints, and feedback.
- Provides a daily status report to their ARM & IPM; due by EOD, every day. Also provides expense overages to their IPM.
- While home working may be available to this position, remote access is granted on a case-by-case basis, is continuously monitored, and may be revoked at any time. Team member must agree to and acknowledge the Laptop/Work Remote Acknowledgement Form prior to home working.

Qualifications:

Special Licenses and/or Certificates:

Must have a valid state approved driver's license

Education and/or Experience:

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- High School diploma or General Equivalency Diploma is required
 - Must have at least three (3) years of on-site property management experience



Other Skills and Qualifications:

- Proficient in Microsoft Office Suite
- Proficient in Yardi property management software or other similar property management software
- Excellent customer service skills
- Written and oral communication skills
- Ability to interact with others in a team environment

Our Core Values:

We cultivate a culture of collaboration, generosity, honesty and integrity where engagement, hard work and results are rewarded.

Our Mission:

We strive to be a driving force for positive community change. We are a trusted partner in the co-creation of thoughtful, well-built, healthy and profitable communities.

Our Vision:

We aspire to create impact through transforming built environments for the betterment of our communities.

A Declaration of Interdependence at Goodman Real Estate

We operate under a shared vision of value creation that is grounded in the interdependence of organizations and individuals, passion and profit. In all our interactions with each other, our business partners, and our community at large, we are committed to cooperation and collaboration in the pursuit of mutual success.

What this means:

- We are ONE Goodman Real Estate: A collective whole that embraces one culture, supporting one another and embodying a shared set of standards to provide seamless customer service across all locations and divisions.
- Each of us understands the importance of the Goodman Real Estate brand and pledges to nurture and protect it.
- We conduct our business with honesty and integrity. We empower our people with a high level of trust and autonomy.
- We believe in the power of place and community.
- We recognize the fundamental value of every individual and believe that diverse talents, skills, and backgrounds combine to strengthen the collective whole.
- Relationships are essential to our success. We foster strong relationships with mutual respect and open communication.
- We value wellness and promote policies and practices that support healthy lifestyles.



- We expect the best of each other and provide opportunities for all individuals to reach their full potential.
- We embrace our power to make a positive impact on our community.

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 regularly required to walk, sit; use of computer for significant amounts of time. The employee is required to talk and must be able to read. The employee must occasionally lift and/or move up to 20 pounds, climb ladders, and walk over uneven surfaces or on roof tops. Specific vision abilities required by this job include close vision and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this Job. The position deals with a wide diversity of work situations. Ability to deal with continual interruptions, requiring a high degree of flexibility. Work involves indoor and outdoor activities, with exposure to seasonal weather and the associated temperature fluctuations. Frequent exposure to airborne dust, paint fumes, and the chemicals used in surface preparation and general maintenance work.

These statements are intended to describe the general nature and level of work being performed by employees assigned with this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

Goodman Real Estate is an equal opportunity employer.

I CERTIFY THAT I HAVE READ THIS JOB DESCRIPTION, IT HAS BEEN EXPLAINED TO ME AND I UNDERSTAND MY DUTIES AND RESPONSIBILITIES AS STATED HEREIN.

Employee Signature

Date

Immediate Supervisor Signature

Date

