



# JOB DESCRIPTION

Company: **GRE Management**  
Job Title: **Community Director**  
Supervisor: Investment Portfolio Manager

---

## **Position Summary:**

As a Community Director, you are fully responsible and accountable for managing the team members, daily activities, and all operational facets of assigned communities. You have a strong business acumen. The position manages and directs the day-to-day operations of community or communities within a geographic area. These objectives include maximizing occupancy levels and property values as well as building a strong and motivated team. A successful Community Director can manage their time effectively, is detail oriented, a trustworthy team player, and takes pride in their work and communities assigned. You are accountable for overseeing our most challenging, complex community(s) (top NOI drivers, mixed-use, and/or multi-site).

---

## **Essential Functions and Responsibilities:**

- Manage financial processes, which may include creating and monitoring budgets, collection rent, and vendor/contractor approvals.
- Review monthly financial performance reports with on-site teams to meet or exceed the community annual plan, expense control, and revenue management.
- Review monthly financial reports and work with accounting to ensure all revenue and expenses are reflected correctly.
- Manage pre-close financial processes and ensure all corrections have been completed for month end financial process.
- Recommend to Investment Portfolio Manager strategies to increase revenue, minimize expenses while delivering quality products and resident satisfaction.
- You monitor a wide array of performance metrics, implement strategies to meet operational and leasing goals, analyze and respond to changing marketing conditions, and identify areas for improvement.
- You direct lease administration and maintenance initiatives at community or communities.
- You understand and communicate community metric goals to assigned communities.
- Collaborate with the IPM and Leasing Area Manager regarding renewal and new prospect pricing strategy.
- Maintain all records on all aspects of management activity and submit required documents and reports, as necessary.
- Walk and inspect community on a regular basis to ensure the community is clean and welcoming for current and prospective residents.



- Conducts regular community inspections and takes appropriate action to ensure that the physical aspects of the community, grounds, buildings, and amenities meet the standards for safety, cleanliness, and general appearance.
- Hire, train, supervise on-site team members. Coach and provide productive, regular feedback to on-site team members, ensuring they are meeting expectations and job description, and following the learning and development plan related to their role. Provide performance management and feedback for on-site team members.
- In conjunction with Investment Portfolio Manager, facilitate disciplinary procedures and documentation up to and including terminations, if necessary.
- Prepare, approve, and sign accurate and timely payroll records, including overtime request and incentive payout validation.
- Responsible for ensuring one-time and recurring purchase order process and vendor invoice processing follow best practices, accurate, and completed timely.
- Validates accuracy and completeness of resident files.
- Balance and maintenance of the petty cash fund.
- Validates and/or approves invoices from vendors, contractors, and service providers for payment by reconciling work performed or products purchased, ensuring validity of VendorShield, coding charges to appropriate Chart of Account codes, and communication between vendor/contractor, accounting.
- Validates timely completion of service requests, resident concerns, and make -ready units.
- Responsible for ensuring GRE-M rent strategies are being implemented timely and per best practices.
- Participates and supports the Investment Portfolio Manager with the development of the annual community/communities' annual budget and capital recommendations.
- Responsible for ensuring Incident Report company best practices are adhered to.
- You lead by example and walking in the shoes of the team members you lead. You build rapport by walking the community with maintenance professionals.
- Ability to manage administrative and maintenance team and scheduling.
- Performs additional duties assigned by Investment Portfolio Manager or other supervisors.
- Establish and maintain a good working relationship of harmony and instill the BE ONE TEAM value with all internal and external contacts.

---

### **Required Skills and Motivations:**

- Requires a HIGH level of self-organization.
- Flexible and adaptable.
- You are levelheaded. You keep your cool during stressful situations and quickly find solutions.
- You are confident and decisive. You take initiative and are not afraid to make a decision.
- Knowledge of state landlord-tenant law is a must.
- Ability to manage administrative and maintenance team and scheduling.



- Desire to learn and take initiative.
  - Ability to operate confidentiality when dealing with sensitive information and situations.
  - Must be able to work at a fast pace, perform duties while under pressure and stay organized to meet deadlines in a timely manner.
  - Communicate with other team members, residents, visitors, and the public in a professional and pleasant manner.
- 

## **Qualifications:**

### **Special Licenses and/or Certificates:**

- At least 3 years' experience in property management.
- At least 1-year supervisory experience, with demonstrating leadership skills
- Certified Apartment Manager (CAM) – preferred
- Real Estate license (if required by state regulations)
- May require a Driver's License and insurance.

### **Education and/or Experience:**

- Minimum one (1) year with GRE Management
- High School diploma or equivalent
- Experience in property management or related field preferred

### **Computer Skills:**

- Knowledge of Yardi, Microsoft Access, Internet Explorer, Microsoft Excel, Microsoft Outlook, Microsoft Word, and Windows Operating System

### **Language Proficiency:**

- Must be able to speak, read and write in English, in a manner sufficient to carry out duties
- 

## **Work Schedule:**

The work schedule for this job description is Monday – Friday 8:30am – 5:00pm, weekends and after hours are at times required to fulfill this role successfully.

**FLSA Status:** Exempt, Full-Time

---

## **Mobile Phone Allowance:**

Guidelines surrounding the company's phone allowance are outlined in the Employee Handbook. This position is categorized as:

Tier 1       Tier 2       Not Eligible



---

### **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.

---

### **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this Job.

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.

GRE Management is an equal opportunity employer.

---

### **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.

---

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

---