

COMMUNITY MANAGER

Good Harbor Management LLC (“Good Harbor”), an affiliate of Alden Torch Financial LLC (“Alden”), was formed in 2016 for the purpose of providing proprietary, multi-family property management services for affordable housing assets principally owned and controlled by Alden through its numerous affiliates.

Job Description:

Under the direction of the Regional Manager, the *Community Manager* (i) trains and supervises on-site personnel, (ii) works with administrative division staff, (iii) interacts with other Good Harbor site managers and their employees, and (iv) sources and works with outside vendors and service providers.

This is a supervisory position with authority, responsibility, and accountability to plan, implement and monitor operations, profitability, quality service, marketing and resident relations of the property, while maintaining the company investment. The position requires management skills to train, motivate & empower Good Harbor associates to reach their goals and those of the community.

Roles & Responsibilities

This position has responsibility for:

- 1) Schedule, supervise and direct the daily activities of all on-site staff.
 - a. Prioritize, assign and monitor daily activities, service requests, make-ready priorities and construction projects.
 - b. Conduct training, coaching and disciplinary action, as needed, per standards of the management company.
 - c. Complete performance appraisals as scheduled.
 - d. Create an atmosphere of cooperation, enthusiasm, service urgency, collaboration, customer satisfaction, and professionalism among staff members.
 - e. Supervise management of inventory system in conjunction with maintenance supplies and personnel.
- 2) Responsibility of fiscal budgetary compliance to approved operation budgets.
 - a. Complete budget preparation, and annual property inspection for same.
 - b. Maintain a budget control log and reviews financial statements monthly.
 - c. Achieve budget goals regarding occupancy, expenses, net cash flow
 - d. Review monthly income and expense reports and report on any variance from budget.
 - e. Negotiate for supplies and services with vendors and contractors to achieve best possible prices.
 - f. Obtain purchase orders per policy and advises supervisor of any expense overages.
 - g. Ensure all invoices are processed/posted on a daily basis per company standards.
 - h. Maintain cash receipt journal, daily and monthly reports.
 - i. Control petty cash fund.
- 3) Compliance with management company personnel and operations policy and procedures and compliance to company standards.
 - a. Stay abreast of current policies and guidelines, maintain policy manual as changes are effected, review and monitor policies with employees to insure compliance.
 - b. Inspect property daily to ensure a quality presentation of the community.
 - c. Maintain resident relations, deal with complaints and problems relating to service and lease provisions.
 - d. Ensure timely submission of all reports per standard.

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- e. Process and select new residents in accordance with the management company's Statement of Rental Policy.
 - f. Maintain records and resident files in an orderly and up-to-date manner.
 - g. Collect rent, maintain account records, and make bank deposits.
 - h. Prepare legal action for eviction when necessary.
- 4) Provide effective marketing and communications, including advising management of pertinent issues as related to the community, market, or other respective issues.
- a. Prepare advertising and marketing plan for the development.
 - b. Show and lease apartments, handle telephone inquiries.
 - c. Conduct periodic market surveys.
 - d. Collaborate with team members and Regional Managers to assess changes in rental market through analysis of customer traffic and rental records.
- 5) Plan, promote and implement effective Resident Retention program.
- a. Communicate with residents through monthly newsletters, monthly community activities, regular resident recognition, follow-up on service requests (10% per week) and continual promotion of resident services.
 - b. Organize and direct the Lease Renewal program by contacting resident at least 30 days in advance to schedule appointment for home visit, review of "gift" options and signature on renewal lease.
 - c. Perform effective annual apartment inspections of each unit, including Home Visits with each renewal lease.

Knowledge, Skill and Competency Requirements

Competency is based on: education, training, skills and experience. In order to perform the job successfully, an individual should demonstrate the following knowledge, skills and competencies:

- Experience in managing LIHTC and HUD multifamily properties
- Certification as a resident manager (ARM, CAM, etc.)
- Ability to supervise staff
- Bookkeeping experience
- Ability to communicate effectively, safety conscious, ability to assert yourself, preference for detail work
- Ability to work well under pressure, self-motivation and self-direction
- Ability to work with/without direct supervision.
- Ability to develop a team and be a team leader.

Computer Skills:

- Working knowledge of Microsoft Office with strong Excel experience
- Must have excellent computer skills and have industry software experience. RealPage's OneSite competency will be required following specific Good Harbor's training.

Physical Requirements:

- Must be able to perform the physical functions of the position, which may include, but are not limited to: ability to walk property, including 4 flights of stairs, to complete physical inspections, deliver resident communications, and show apartments. Be able to effectively communicate with

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residents, staff, supervisors, vendors, etc. Must be able to lift a minimum of 60 lbs. to facilitate vacuuming, moving office furniture & lifting of supplies as needed.

Experience/Education:

- Two years of college, or related business experience.
- Presently or previously employed with a Management Company as a community manager receiving satisfactory performance evaluations.

Must have a reliable vehicle to perform various management tasks and errands, including daily bank deposits. Must have proof of liability insurance for same. Willingness and ability to utilize tablet/mobile devices and software efficiently. Must be able to complete all required training within thirty (30) days of hire date.

Bondable and Valid Driver's License.