

**Volunteers of America of Oklahoma
Job Description**

Title: Senior Community Manager
FLSA Classification: Exempt
Career Band: Professional (P3)
Department: Housing
Reports to: Director of Housing

Job Summary:

Job Duties:

1. Implement Volunteers of America Human Resource principles including but not limited to the hiring, training, supervision, evaluation, and progressive counseling of all Community Staff.
2. Maintaining the physical asset to include:
 - Supervise maintenance staff, including maintenance supervisor and any contract workers.
 - Supervises scheduling of maintenance work.
 - Makes regular follow-up inspections on maintenance work.
 - Makes regular inspections of grounds, including all common hallways.
 - Supervises all vacant apartment make-ready procedures.
 - Makes recommendations for physical repairs, replacements, and/or improvements.
 - Maintains control of service order log.
 - Makes recommendations for supplies, materials and equipment.
 - Recommends expenditures within budget allocations.
 - Evaluates maintenance operations periodically to determine cost efficiency.
3. Marketing:
 - Supervises leasing/office staff
 - Assist in preparation and placement of advertising and marketing programs.
 - Assist in preparation of regular market surveys.
 - Prepares or supervises the preparation of all weekly and monthly reports.
 - Responsible for the accuracy of all rental applications and leases and their compliance with resident policy.
 - Responsible for the accuracy of all certifications/recertifications and their compliance with HUD/OHFA policy.
 - Prepares weekly rental and marketing report.
4. Leasing:

- Establishes rapport and determines needs of each prospective resident.
- Presents property and appropriate apartment(s) in a manner consistent with the image of the property and relevant to the prospect.
- Use knowledge of property and community to overcome prospect objections.
- Follows up on undecided prospects.
- Maintains a waiting list of prospective tenants.
- Implements lease renewal procedures.

5. Tenant Management:

- Prepares lease packages and recertifications.
- Supervises move-in and move-out procedures.
- Reviews and handles resident complaints.
- Collaborate with on-site service coordination personnel as necessary to ensure appropriate assistance and advice is provided to residents regarding the services which may be necessary to maintain a self-reliant lifestyle.

6. Financial Reporting and Control:

- Prepares purchase orders
- Reports payroll information to Human Resources according to Volunteers of America of Oklahoma procedure.
- Prepares and maintains inventory of all equipment and supplies.
- Assist in the preparation of daily bank deposits.

7. Administration:

- Supervises office administrative staff.
- Supervises maintenance of property files and records.
- Handles any emergency that may arise on site.
- Communicates all problems and make recommend additional responsibilities
- Maintain compliance with Volunteers of America of Oklahoma policies and procedures
- Other duties as assigned

Physical Requirements:

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. The employee is required to walk, stand, sit for prolonged periods, climb, balance, stoop, kneel, crouch or crawl. The employee must frequently lift or move objects weighing up to 10 pounds and occasionally lift or move objects weighing up to 50 pounds. Frequent pushing and pulling is also required.

Preferred Education and Experience Requirements:

- Education:

Qualifications and Skills:

- Ability to handle finances and work within a budget.
- Excellent computer skills with willingness and capability to learn new programs.
- Demonstrate integrity on personal as well as professional levels.
- Excellent communication and customer service skills.
- Attention to detail.
- Ability to interact with a wide range of people.
- Ability to solve problems involving residents, personnel, finances, equipment failure, emergency situations, etc.
- Ability and willingness to substitute for any position when needed.
- Ability to work independently
- Possess a social security card
- Maintain a valid Oklahoma Driver's License
 - Maintain current automobile insurance
 - Possess reliable transportation
 - Maintain an acceptable driving record
 - Maintain an acceptable OSBI
 - Maintain an acceptable Community Services Registry check
 - Excellent proven written and spoken communication skills
 - Competent user of all MS Office Suite applications (Outlook, Word, Excel, PowerPoint, etc.) and TRACS.

Certification of Understanding:

The company reserves the right to revise or change job duties as business needs dictate. It is mutually agreed that this job description does not constitute a written or implied contract of employment. It is understood the company reserves the right to change the work schedule as required, to include overtime.

I have read and understand this job description and the professional expectations of the position. I acknowledge this description provides a representative summary of the major duties and responsibilities of the position and that other job related tasks may be assigned by my supervisor.

This position is subject to random drug testing. Refusal to take a drug and/or alcohol test will be grounds for immediate dismissal.

Employee Signature: _____ Date: _____

Employee printed name: _____