

Churchill Administrative Services, LLC

JOB DESCRIPTION

Position: Assistant Community Director/Lifestyles Coordinator
Division: Property (2-Person Properties)
FSLA: Non-Exempt
Reports To: Community Director
Date: October 26, 2020

The Assistant Community Director/Lifestyles Coordinator works under the general supervision of the Community Director. This position is responsible for state and federal tax credit compliance. Responsible for generating and maintaining the property's tax credit files and generating the compliance reports for Corporate Office. This position is also responsible to serve as the property's leasing representative- securing lease agreements from qualified persons, ensuring that all lease file paperwork is correctly completed well in advance of the scheduled move in date and is responsible to coordinate resident activities.

Essential Duties and Responsibilities

1. Provides outrageous customer service each day to residents, coworkers, and vendors. Set the bar high and make someone smile each day.
Responsible to meet all the requirements of the Low-Income Housing and Tax Credit and Texas Department of Housing and Community Affairs compliance programs.
2. Prepares and maintains compliance reports for weekly submission to corporate office.
3. Responsible to proofread and organize all lease paperwork and working the file to completion as well as the on-going file maintenance and protection of compliance files.
4. Responsible for maintenance on tax credit properties for LIHTC and TDHCA reports such as Monthly Unit Status Report and seek approval from Community Director before submission to the corporate office.
5. Cross trained and thoroughly familiar on the property accounting systems. Works as back up at posting monies, resident security deposits, move-ins, and move-outs in the system. Reports and processing invoices.
6. Secure leasing agreements by qualified applicants by following company policies, Fair Housing and ADA regulations.
7. Network and develop professional relationships with social service/community providers to meet property needs.
8. Maintain a professional, friendly atmosphere in the leasing center and other areas where prospective residents and existing residents meet.
9. Open and tour model and market ready units daily, confirming readiness for presentation each morning and closing each evening.
10. Complete and record into the computer software system all traffic/guest card information on all prospects, send thank you notes and perform follow-up in prompt and consistent manner.
11. Develop and implement a comprehensive resident services, education, and life enrichment program.
12. Prepare and distribute monthly resident newsletter and activity calendar.
13. Conduct an annual resident survey for resident service and activity interest.
14. Coordinate move-in gifts and move-in certificate for new move-ins.
15. Responsible for recruiting, developing, training, and managing volunteers.
16. Complete and review market survey (if requested) to maintain current knowledge of local markets.
17. Assists Community Director in daily, weekly, and monthly reports.
18. Report all liability and property incidents to the Community Director immediately.
19. Travel to suppliers and vendors to pick up supplies as needed.
20. Accept maintenance service requests from residents and enters them into the computer software system for processing.
21. Maintain a professional, yet friendly atmosphere in the leasing center and other areas where prospective residents and existing residents meet.
22. Be aware and comply fully with the provisions of the federal, state, and local laws regarding Fair Housing.
23. Report all liability and property incidents to the Community Director immediately.
24. Participates fully in staff meetings and designated Company training programs.
25. Assist the Community Director to ensure the property is in peak readiness and appearance taking immediate action on unsatisfactory appearance problems. Always maintain superior curb appeal at the property.
26. Perform other duties as assigned.

Supervisor Responsibilities

1. May perform supervisory responsibilities in the absence of the Community Director.

Knowledge & Skill Requirements:

1. High school graduate.
2. Office Management experience preferred.
3. Excellent communication skills, written and verbal, when dealing with others (staff, vendors, ownership, federal, state, and local agencies, lenders etc.)
4. Must be customer service oriented and genuinely support and promote good relations with service staff and residents.
5. An aptitude for basic office procedures and have a working knowledge of Microsoft Office products. Data Entry skills preferred.
6. Knowledge of bookkeeping skills helpful.
7. Perform his/her duties using standard levels of productivity and dependability, ensuring completion in a timely manner and zero-defect manner.
8. Must portray a clean, neat, well-groomed professional appearance. Company approved attire may be required and a nametag must be worn in plain sight when at work.
9. Must be honest, trustworthy, enthusiastic and team/project oriented.
10. A flexible workweek is mandatory. Evening and weekend work may be required.
11. Must have a valid TX Driver's License and maintain proof of current car insurance.

Physical Requirements:

Activity	Constant 67-100% of day	Frequent 34-58% of day	Occasional 1-33% of day	None 0% of day
Standing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sitting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling/Squatting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending/Stooping	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keyboarding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Weightlifting& Exerting

Carry Push/Pull	Constant	Frequent	Occasional	None
Up to 10 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 25 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 50 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Up to 100 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Over 100 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Work Environment

1. Office, and Senior and Family Living Community
2. This position has been determined that it may have occupational exposure to bloodborne pathogens and the company’s Exposure Control Policy for Bloodborne Pathogens should be executed where such incidents occur.
3. May require some travel including running errands for the property during work hours.

DISCLAIMER

This job description is not designed to cover or contain a comprehensive listing of all the activities, duties, or responsibilities of the employee.

I have read and understand the job description for Assistant Community Director/Lifestyles Coordinator. I understand that from time to time various duties may change and that I will be required to perform other duties as assigned.

Employee Signature

Date