

Churchill Administrative Services, LLC

JOB DESCRIPTION

Position: Community Director
Division: Property
FSLA: Exempt
Reports To: Regional Property Manager
Date: December 4, 2020

Summary

The Community Director oversees and manages the day to day operations of a tax credit residential property. Leads and manages the staff and utilizes resources in order to accomplish the property objectives and fulfill the mission and the vision of the company.

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.
2. Follows the “Five Daily Requirements of a CRM Manager” every day.
3. Ensure the Churchill Residential philosophy is reflected in all aspects of operations, including resident and staff relations.
4. Conducts business in accordance with company policies and procedures, Fair Housing, ADA and all other laws pertaining to the multi-family industry.
5. Fully responsible for the property’s accounting system and is well versed in the property’s budget and meets all financial obligations.
6. On tax credit properties, responsible for the maintenance and accuracy of tax credit property management files conforming to Low Income Housing and Tax Credit and the Texas Department of Housing and Community Affairs guidelines.
7. Approves and ensures that lease files are complete, in compliance and executed properly.
8. Monitor move-ins and move outs. Ensure that adequate inventory of market ready apartments are prepared for immediate move in.
9. Maintain a strict rent and NSF collection program according to company policy and legal limits. Maximize fair security deposit deductions from vacating residents, walk all move-outs and assign legal deposit deductions.
10. Fully understand the property’s market position, product and ensure that all shops achieve a minimum score of 90% or higher.
11. Compile weekly, monthly, quarterly and annual reports as needed.
12. Maximize the property’s cash flow and asset value.
13. Approve all invoices for goods or services in accordance with budget, approved bids and vendors.
14. Physically inspect all common areas on the property daily to assure peak readiness and appearance, taking immediate action on unsatisfactory appearance problems. Maintain curb appeal at all times.
15. Follow up with all residents on maintenance service requests within 24 hours to ensure 100% customer satisfaction.
16. Identify potential safety issues notifying the regional property manager as needed and report any incident claims immediately.
17. Participate fully in staff meetings and designated Company training programs.
18. Ensures that ongoing training is being completed by all team members.
19. May travel to suppliers and vendors for pickups.
20. Perform other duties as assigned.

Supervisor Responsibilities

1. Effectively hire, manage, train, lead and motivate staff.
2. Perform annual performance reviews on each employee. REMOVE
3. Direct employee activities and operations processes.

Knowledge & Skill Requirements:

1. High school graduate. College degree, CAM certification or similar preferred.

2. At least 3 years previous property management experience required unless promoted from within.
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. Must have a valid TX driver's license and maintain current car insurance.
8. Perform his/her duties using standard levels of productivity and dependability, ensuring completion in a timely manner and zero-defect manner.
9. 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.
10. Must be honest, trustworthy, enthusiastic and team/project oriented.
11. A flexible workweek is mandatory. Evening and weekend work may be required.

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"/>

Weight Lifting & 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. Senior or Family Living Community
2. This position has been determined that it may have occupational exposure to bloodborne pathogens. The company's Exposure Control Policy for Bloodborne Pathogens should be executed where such incidents occur.
3. May require some travel.

DISCLAIMER

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

I have read and understand the job description for Community Director. 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