

Community Manager

Summary

The Community Manager is responsible for managing the overall performance of a Crawford Hoying residential community to meet and exceed company business objectives. This individual may lead 1-4 individuals at a small community or 5-12 at a large community. The Community Manager learns, implements, supports, and teaches company policies and procedures. Crawford Hoying is dedicated to exceptional customer service, which includes interactions with residents, guests, and coworkers. Employees are expected to use their best judgment in determining the most appropriate course of action, using customer service as a guiding principle.

Job Responsibilities (responsibilities may include but are not limited to the following)

- Assists in budget preparation; meets/exceeds budget; ensures all receivables are handled according to defined standards; ensures the accuracy of all resident ledgers and accounts; executes delinquent account tasks according to company standards; ensures all invoices are accurate and submitted in a timely manner.
- Participates in staff selection and the interview process; supervises, trains, and provides support and direction to staff; resolves personnel issues and supports teambuilding; prepares annual reviews and implements goals, objectives, and personal development plans for staff; supports and motivates staff to participate in classes and training; maintains approved staffing, schedules, and workloads; manages PTO; audits, approves, and submits employee payroll records in a timely manner; reports all material incidents to HR immediately.
- Manages and executes the company sales process; leads Leasing Consultants by teaching, coaching, and setting a positive example; audits marketing material for accuracy; recommends and implements additional marketing vehicles and pricing changes; analyzes competition; executes the standard renewal process; ensures the highest level of curb appeal; reviews lease applications for approval and verifications; ensures office is open as advertised; maintains excellent resident relations; ensures residents are in compliance with lease terms, community rules, and policies.
- Physically inspects the community daily and communicates issues to maintenance; ensures risk management issues are addressed and the site meets all regulatory agency requirements; coordinates move-outs with maintenance to ensure timely recondition of apartments; monitors and schedules all maintenance activities; tracks the status of all work orders; assigns appropriate move-out charges and account reconciliation; inspects all rent-ready apartments; oversees the purchase of supplies; approves all vendor invoices.
- Conducts all duties in accordance with company policies and procedures, Fair Housing regulations, employment law, the Fair Credit Reporting Act, EPA and OSHA regulations, and all other laws pertaining to residential property management.
- Performs other duties as assigned. Job responsibilities may vary depending on community size.

Performance Objectives (objectives include but are not limited to the following)

Community net operating income; occupancy; resident retention; service request resolution within 24 hours; unit-turn timeliness; customer service feedback; delinquency; team membership; and curb appeal.

CRAWFORD HOYING IS A PROUD EQUAL OPPORTUNITY EMPLOYER

6640 Riverside Drive, Suite 500 | Dublin, OH 43017 | tel 614.335.2020

www.crawfordhoying.com

Preferred Knowledge, Skills, Education, and Experience

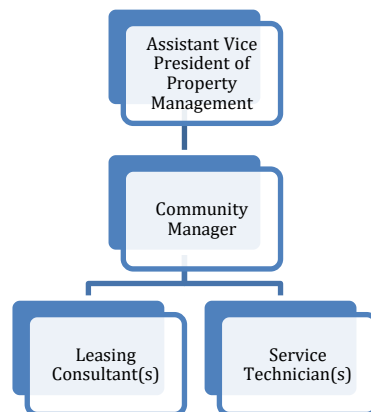
- 3-5 years of managing a property, or comparable industry experience
- 1-2 years of personnel management
- Responsibility for operational results, sales, and marketing
- Understanding of accounting principles and budget processes
- Strong analytical, organizational, problem-solving, and multitasking skills
- Proficiency with Microsoft Office products
- Excellent oral and written communication skills
- Exceptional customer service and ability to develop a rapport with people
- Negotiation and conflict-resolution skills
- Ability to give clear direction and respond to inquiries
- Project management skills, including planning, organizing, and coordinating tasks
- Valid driver's license

Work Environment

The Community Manager works onsite at a residential community and interfaces with external and internal customers, residents, and vendors on a regular basis. The work schedule varies depending on the property. Hours are typically scheduled within 8:00 am and 6:00 pm and may include weekend days (Sat/Sun). The Community Manager must be available to work overtime, as needed, and must be flexible and readily available, depending on the needs of the property.

Reporting Structure

The Community Manager reports to the Senior Vice President of Property Management and oversees one or more Leasing Consultants and Service Technicians, depending on the size of the community.



Physical Requirements

The Community Manager's physical condition must be sufficient for the consistent and successful completion of the responsibilities defined for this position. This position frequently requires standing, walking, sitting, reaching with hands and arms, stooping, kneeling, crouching, or crawling. This position may require lifting and/or moving up to 25 pounds. The Community Manager must be able to occasionally drive during the course of work.

CRAWFORD HOYING IS A PROUD EQUAL OPPORTUNITY EMPLOYER

6640 Riverside Drive, Suite 500 | Dublin, OH 43017 | tel 614.335.2020

www.crawfordhoying.com