

POSITION DESCRIPTION

Position: Community Administrator
Program: Sage Street Village
Reports to: Housing Director

Status: Exempt
Date Prepared: 11/2018

POSITION SUMMARY:

The Community Administrator is responsible for the daily operations of the housing facility, including tenant occupancy, supervision of staff, building maintenance, all administrative duties for both internal and external agencies, and maintaining positive relationships with the tenants of the property. They will assure regulatory compliance for the facility. The Administrator assures that all work is performed in a cost effective and service oriented manner in accordance with negotiated contracts, appropriate procedures and established organizational standards.

OBJECTIVES/ACTIVITIES:

A. Responsible for all aspects of tenant occupancy.

- 1 Interview and determine the eligibility of individuals applying for apartments.
- 2 Acquire and review all necessary documentation to determine eligibility of apartment applicants.
- 3 Maintain records for all applicants
- 4 Maintain waiting list of applicants.
- 5 Supervise the property office ensuring that all bookkeeping and lease preparations are performed as required.
- 6 Market the property in accordance with Fair Housing Regulations and the management agent's guidelines.
- 7 Submit reports as required by the management agent or mandated by the Federal, State or local government.
- 8 Maintain office files for all business and financial records, as well as properly crediting the accounts and properly depositing all monies received
- 9 Inspect property daily to ensure building and grounds are properly maintain and take or suggest any actions needed for repair.
- 10 Respond to all tenant requests and complaints.

B. Responsible for the management of all financial and contractual aspects of the program services.

1. Assist the Housing Director or CFO in the development and monitoring of annual budgets working towards goal achievement.
2. Provide quality program services within established budgets.
3. Provide all documentation to comply with contractual agreements.
4. Participate in developing community relations and maintain positive image of the program.
5. Assist in the acquisition and renewal of grants.
6. Complete monthly, quarterly, and annual reports for the funding sources.
7. Develop and maintain approved operations manuals.

C. Responsible for all housing compliance.

1. Ensure that all local, state, federal tax and HUD regulatory agreements are in compliance.
2. Serve as the primary liaison to HUD and resource for all HUD related issues.
3. Review and administer grant, debt and equity programs and other functions such as health and safety services.
4. Prepare for all Local, State, Federal, and all other compliance audits.

D. Responsible for property management.

1. Assess individual property's competitive strengths and weaknesses vs. competitors in community.
2. Conduct on-site audit of property and required record keeping.
3. Monitor property physical asset issues and long-term repair/replacement plans.
4. Manage contract administration for physical asset repairs.
5. Interact with consultants, architects and contractors to develop property for best cost, efficiency, quality, and utilization by tenants of Volunteers of America.
6. Oversee and manage occupancy of housing projects.
7. Identify resources necessary to attain necessary improvements.

E. Responsible for assisting in the development and motivation of staff.

1. Provide necessary training to staff as it applies to local, state, federal tax and HUD compliance requirements.
2. Participate in the establishment of program goals and objectives in achievement of established goals.
3. Identify appropriate ongoing training for existing staff as it applies to property management and compliance.
4. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for all personnel.

F. Responsible for self-development

1. Continually learn and enhance technical and interpersonal skills.
2. Attend all mandatory training as assigned.
3. Attend all local, state, federal tax and HUD housing compliance meetings.

G. Responsible for the dissemination of information to staff and senior management on new developments and the status of activities as it applies to the overall company operations.

1. Inform senior management of the status of potential compliance and property management problems, allowing senior management to assist to meet program objectives.

2. Communicate new compliance policies to the staff and insure proper implementation.
3. Serve as part of the organization management team by providing information and support for the development of quality operations.
4. Maintain a professional working relationship with other HUD Housing Compliance Managers.

EQUIVALENT EDUCATION AND EXPERIENCE:

A college degree is required or a combination of education and experience. A minimum of two years experience is preferred in property management or homeless shelter management. Ability to travel as needed. Prior experience is required in the human services field dealing with issues and challenges unique to homelessness, substance abuse, minorities, mental health, issues dealing with elderly, and/or persons with disabilities. One-year prior management experience is required. Must have a valid Nevada driver's license, proof of insurance, and a clean driving record.

SPECIFIC SKILLS REQUIRED:

Leadership skills
Excellent oral and written communication skills
Ability to assist and motivate other people
Organizational skills
Analytical and decision making ability
Statistical and mathematical skills
Computer skills

PHYSICAL REQUIREMENTS:

Lift and move up to 25 pounds
Stand, walk and sit frequently
Bend and stoop occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are performed independently with guidance and direction from the Housing Director. Must be able to work independently toward attainment of operational goals and contract compliance.

SUPERVISION EXERCISED:

- 1 Maintenance Technician
- 1 Janitor
- 1 Administrative Assistant
- 4-7 Support Staff

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, tenants, outside service providers, and all levels of staff. The Community Administrator is responsible for promoting company image and providing advice on company practices and procedures, while establishing and maintaining good working relationships with all tenants. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Substantial financial loss through loss of business contracts is possible. The Community Administrator has authority to approve or deny exceptions within the approved budget. Responsible for actively participating in the development and adherence to program budgets.

NUMBER OF EMPLOYEES:

7-14

This Community Administrator job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Signature _____

Date Signed _____