**Position:** Community Manager

**Category:** Exempt - Salary

**Supervisor:** Community Manager

**Hours:** Typical range of hours is based on the community needs and may require weekends and after hour emergency services. Workdays may be adjusted based on community needs. Full Time: 5 days per week, 8 hours per day (average 40 hours).

**Physical Demands:** Light (occasional up to 25 pounds) - Climb stairs, stoop, kneel, crouch, reach, handle, etc.

**Drug Screens:** Pre-employment, post injury, reasonable suspicion, and possible random screens.

**At New Earth Residential we believe in the power of community.**

Ever dreamed of being a Mayor? Now’s your opportunity! As the Community Manager of a New Earth Residential Community, you'll play a key role in managing all aspects of the property—from welcoming new residents and approving leases to analyzing market trends. As the community's leader, you'll have the responsibility of keeping the property well-maintained, properly staffed, and profitable. But don't worry—you'll have a great time while doing it! Join one of our communities and enjoy the journey!

**Highlighted Employee Benefits:**

* Offering mentor program for all team members
* Compensation package including monthly and quarterly bonuses
* Health, vision, dental and life insurance
* 401k benefits
* 30% rent discount
* Biannual team celebrations
* PTO accurals starting at 15 days a year
* Virtual and on-site trainings monthly

**General Summary of Associate Responsibility:**

* To support and assist all aspects of the community operations, while reporting to and acting under the direction of the Regional Manager/District Manager/Vice-President.
* The Community Manager supports the Regional Manager/District Manager and supervises all community associates.

**Preferred Education and Experience:**

* A minimum of two (2) years of experience as an on-site Community Manager in multi-family property management
* Strong leasing and marketing background as well as superior customer service
* Demonstrated proficiency in Outlook, Excel, Word, and internet. Software experience, preferred
* Community budgeting, preferred

**Knowledge / Skills / Ability:**

* Skilled in assessing and meeting common area and amenity needs, with a keen eye for detail and dedication to community upkeep.
* Capable of setting priorities independently, managing time efficiently, and delivering on objectives and projects.
* Adaptable in responding to unexpected issues and managing shifting priorities in a dynamic environment.
* Excellent verbal and written communication, strong organizational abilities, and a collaborative approach with on-site staff, residents, supervisors, corporate associates, and vendors.
* Proficient in English communication, comprehension, speaking, and reading; bilingual candidates are highly encouraged to apply.

**Responsibilities**

1. **Standards Responsibilities:**
* Welcome prospects and residents with exceptional customer service, using a friendly, consistent greeting.
* Energize and motivate the on-site team with a daily check-in.
* Conduct daily meetings with the Service Supervisor to stay aligned on priorities.
* Post and ensure all community income is accurately recorded.
* Maintain active social media presence with at least three weekly Instagram and Facebook posts.
* Keep all Internet Listing Services (ILS) updated to maximize visibility.
* Update Resman with notices, move-ins, leases, traffic, and availability to ensure accuracy.
* Walk and inspect make-ready units to guarantee readiness for new residents.
* Lease apartments and follow up with new move-ins to confirm resident satisfaction.
* Refresh market surveys regularly to stay competitive.
* Update mileage logs and approve payroll hours for all team members.
* Walk the grounds with landscapers to ensure exceptional curb appeal.
* Stay informed on market trends by regularly shopping competitors.
* Review and approve lease files for accuracy.
* Respond promptly to emergency situations and complete incident reports when necessary.
1. **Community Inspections and Quality Assurance Review**
* Conducts routine inspections throughout the apartment community to ensure high standards are maintained.
1. **Financial Performance**
	* Manages revenue collection and addresses delinquent accounts efficiently.
	* Provides recommendations for scheduled rent adjustments to optimize community revenue.
	* Oversees accounts receivable and accounts payable processes.
	* Supports the budgeting process to help ensure financial goals are met.

I acknowledge that I can perform the essential functions listed above for the Community Manager position without any accommodation.



Welcome aboard! We're thrilled to introduce you to the Urban Village Program, where everyone plays a pivotal role in nurturing vibrant and sustainable communities.

***Who are we?*** Urban Village is a unique platform that allows the residents to connect, engage, and socialize.

***What makes us different?*** Residents benefit from our premier social impact program at no additional cost. Residents engage with the program through events and activities, partnerships with meaningful third-party resources, community-based leadership opportunities, and placemaking.

Here's what you'll be up to:

1. **Building Community:**
	* Work closely with your Program Coordinator to spread the word by distributing and displaying our latest monthly Urban Village Newsletter throughout the community.
	* Engage with residents, fueling excitement about upcoming events and fostering a strong sense of community participation.
2. **Enhancing Environments:**
	* Champion the use of garden boxes and beehives within your community (if applicable), promoting a greener, more sustainable environment.
	* Roll up your sleeves and join us at our annual Impact Day, where we tackle community enhancement projects together.
3. **Channeling Resources:**
	* Forge connections with vendors and potential partners, establishing communication channels to support our community's needs.
	* Keep your Program Coordinator in the loop by sharing relevant information and contact details for potential collaborations.
4. **Building Leaders:**
	* Educate residents about the program and inspire their involvement as resident facilitators, empowering them to take on leadership roles.
	* Guide interested residents through the sign-up process, nurturing the next generation of community leaders.

Your dedication to these responsibilities will be instrumental in driving the success and longevity of The Urban Village Program. Get ready to make a meaningful impact and join us on this exciting journey! *Learn more about our program* [*here*](https://newearthres.com/urban-village-program/)*.*