



# Community Manager

Housing Alexandria (HALX) is a non-profit affordable housing developer and owner. [Click here](#) to learn more about our history, mission, vision, and values.

## Purpose of Position

The Property Operations Manager will ensure optimal financial performance and operational efficiency of a multi-family Low-Income Housing Tax Credit Program (LIHTC) community by managing day-to-day operations, maintaining compliance with legal and fair housing standards, and leading the community team. This role fosters resident satisfaction, oversees property projects, coordinates vendor activities, and applies high-level problem-solving strategies to maintain a thriving and well-managed community.

The ideal candidate has extensive knowledge of LIHTC, affordable housing regulations, and property management. They also have excellent organizational skills and are creative problem solvers who can create community stability and growth while ensuring customer satisfaction and driving processes to ensure the property's financial health. This position reports directly to the Regional Operations Manager.

## Primary Responsibilities

### Team & Property Strategy

- Ensure the community meets or exceeds revenue goals through active budget management, diligent financial oversight, and comprehensive project management.
- Build, coach, and manage the operations team that contributes to a positive culture and maximizes output through strategic planning and execution.
- Manage team member performance, oversee strategic goal development, and complete quarterly performance evaluations.
- Assist in developing, implementing, and managing standard operating procedures (SOP) for all community operations activities to ensure consistency and accuracy in compliance with Fair Housing, LIHTC, and Affordable Housing laws and regulations.
- Uphold legal, regulatory, and fair housing standards in all property management activities, including leasing and resident interactions.
- Ensure audit and inspection readiness, reporting, and address any action items or corrections promptly and accurately as required.
- Collaborate with the Leasing & Compliance team to execute renewals and recertifications and ensure compliance with resident files.
- Collaborate with the Maintenance team to ensure turns and make-readies are completed in a timely manner meeting company standards.
- Collaborate with the maintenance and asset management team to oversee community repairs, improvements, and renovations, ensuring they meet HALX quality standards.
- Coordinate with vendors and the maintenance team to ensure timely and cost-effective completion of property maintenance and improvement projects.

### Resident Satisfaction & Lease Enforcement

- Oversee rent collection and complete eviction-related activities, including sending notices, attending court, and collaborating with law enforcement.
- Enforce lease terms and policies to maintain community standards and legal compliance.
- Ensure accurate maintenance and storage of resident files, digital and hardcopy, according to company and legal requirements.



- Address and resolve resident concerns promptly, fostering a positive living environment and ensuring high resident satisfaction.
- Implement initiatives to enhance the resident experience, including communication and resident engagement efforts.

### Ongoing Work

- Maintain accurate and up-to-date financial, operational, and resident-related records in Entrata, SharePoint, and other required platforms.
- Provide accurate reporting on property financials, operational updates, and resident satisfaction metrics, and address discrepancies and opportunities.
- Maintain professional and technical knowledge by completing required training, obtaining necessary certification, attending subject-relevant educational workshops, and reviewing professional publications.
- Support HALX fundraising and brand-building campaigns.
- Foster Housing Alexandria's mission, culture, values, strategic plan, and commitment to diversity, equity, and inclusion.
- Perform other duties as directed.

### Required Skills and Qualifications

- Five years of experience in LIHTC multi-family property management or a similar role. Substitutable with one year of experience and an MA in property management or a related field.
- Ability to manage financial activities, including rent roll, budgeting, and expense tracking, with keen attention to detail.
- Strong understanding of legal and fair housing compliance, lease enforcement, and eviction processes with familiarity with Landlord-Tenant and Fair Housing laws.
- Excellent team, vendor, and project management with proven success of meeting metrics, timelines, budgets, and team growth.
- Tech-savvy with proficiency in property management systems and financial reporting.
- Strong communication, problem resolution, and stress management skills to foster resident satisfaction.
- Organized and detail-oriented, with the ability to manage multiple tasks and priorities.
- Sincere interest in career growth and support of Housing Alexandria's mission.

### Physical Requirements

Operations team members need to be able to physically inspect the property as part of their required duties. This may include, but is not limited to, climbing stairs, kneeling, standing for extended periods, walking, and navigating tight spaces.

Day-to-day operations primarily take place in an office setting, requiring extended periods of sitting, repetitive motions, occasional exposure to high noise levels, and occasional lifting.

### Beneficial Skills and Qualifications

- Spanish or Amharic speaking, writing, and reading fluency preferred.
- Proficiency in property management software (Entrata).
- Comfortable with various responsibilities, including day-to-day administrative tasks and big-picture strategic projects, which may evolve.
- Experience aiding individuals and groups facing difficulties such as economic disadvantage, unemployment, abuse and neglect, substance abuse, aging, disabilities, prevention, health, cultural competencies, and inadequate housing.



## Position Requirements

This full-time permanent position requires the team member to work eight-hour shifts onsite in the property office Monday through Friday. Some weekends and evenings are also required. Travel within the City of Alexandria is sometimes required.

## Is this position right for you?

We strongly encourage people of every race, color, orientation, age, gender, origin, and ability to apply. Candidates with lived experience in the services we provide are highly desired. We value a diverse workplace and prioritize an inclusive climate without discrimination and harassment during the application process and after you join the team.

Research indicates that men tend to apply for jobs when they meet just 60% of the criteria, while women and people from other marginalized groups only apply if they are a 100% match. If you are passionate about Housing Alexandria’s mission and think you have what it takes to be successful in this role, even if you don’t check all the boxes, please apply. We’d appreciate the opportunity to consider your application.

## Salary and Benefits

Commensurate with experience and varied by property. \$60,000 to \$85,000 annually. Housing Alexandria’s benefits package includes 100% employer-paid individual medical, dental, vision, life, and disability insurance. It also includes up to 5% matching 401(k), parental leave, HSA, tuition assistance, paid networking opportunities, a wellness program, robust paid time off, and more.

## How to apply

Please submit a resume and cover letter to [resumes@housingalexandria.org](mailto:resumes@housingalexandria.org). **Only resumes that include a cover letter will be considered.** Professional references are required as part of the interview process.

## NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at-will” relationship. Housing Alexandria is an Equal Opportunity Employer, a drug-free workplace, and complies with ADA regulations as applicable.

## Role Acceptance

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Print Name

Signature

Date

