

## **Community Director** IMMEDIATE SUPERVISOR: REGIONAL MANAGER

This position is responsible for the successful day-to-day financial, administrative, and maintenance operations of the community while assuring the company's standards are achieved and excellent customer service is delivered. The community director directly supervises the maintenance staff and leasing consultants and facilitates the successful development of the property.

### Primary Responsibilities

#### **I. Personnel**

- Interview, select, hire, and train the on-site staff members. Mentor and train the staff on property management skills and concepts modeling effective leasing and customer service techniques to include maintenance expectations.
- Motivate, direct, and evaluate personnel and handle all employee related concerns while measuring against established community goals.
- Organize and prepare monthly staff responsibilities while achieving set deadlines to be efficient and effective with property objectives.
- Ensure that all staff members are professional in conduct and appearance daily.

#### **II. Administrative**

- Ensure that budget guidelines are followed through consistently by reviewing concerns and issues.
- Approve all leases.
- Keep abreast of relevant issues and topics to incorporate into planning and decision making. Evaluate financial performance and seasonal trends to identify and implement solutions for potential staffing, maintenance and marketing needs.
- Improve resident retention by shopping comps, preparing market surveys to generate traffic, and overseeing resident functions.
- Oversee and direct all administrative duties in accordance with company policy.
- Other duties to include due diligence and acquisitions.
- Other duties as assigned.

#### **III. Maintenance**

- Obtain the best vendors for each product and maintain all vendor/contractor communications regarding scheduling, billings and other relations.
- Physically walk and inspect community on a daily basis to address corrective landscaping, building, and amenities issues and verify status of vacant/make-ready units to see they meet our standards.
- Route any service requests needed to the maintenance team and monitor resident satisfaction in person or through follow-up calls.
- Routinely walk the community to make sure no life/safety issues are present.

#### **IV. Driving/ Traveling Requirements**

- Frequent need (66% to 100% of the time) to utilize personal transportation to inspect surrounding neighborhood, visit the corporate office, conduct outreach marketing, and run property related errands.
- Must have and maintain a valid driver's license and automobile insurance.
- Must have and maintain access to street legal, reliable transportation.

REEP Management employees are expected to conduct themselves in a professional manner at all times, perform the tasks delegated by supervisors, and observe and support the company's policies and procedures.