



JOB TITLE: Assistant Community Manager
DEPARTMENT: Property Management
REPORTS TO: Community Manager
SUPERVISES: NA
FLSA STATUS: Non-Exempt

COMPANY SUMMARY:

LSA Management is an innovative new property management firm combining the expertise and passion of Laurel Street with a long-term owner’s focus on quality and impact providing a unique opportunity to add value for residents, team members, and partners. LSA strives to provide best-in-class property management for apartment communities across the Southeast. Headquartered in Charlotte, LSA Management provides property management services for all Laurel Street communities in Georgia, Virginia and North Carolina. In 2023, this includes 3,000 units in Georgia, North Carolina, and Virginia. By 2030, LSA Management expects to have a management portfolio of over 10,000 units.

Laurel Street is a mixed-income housing developer and owner headquartered in Charlotte, North Carolina with a development portfolio of nearly 5,000 units across the Southeast. Our portfolio includes a mix of Low-Income Housing Tax Credit communities and workforce housing developments that serve middle income and market rate households. The Laurel Street and LSA organizations are deeply committed to providing best in class housing opportunities for families of all income levels.

POSITION SUMMARY:

This role is responsible for assisting in all operational duties of the Community Manager including reporting, rent processing, leasing, marketing, and overseeing the community and associates in the Community Manager's absence. The incumbent in this role must possess a high degree of professionalism and positive engagement for our residents and the workforce.

EXPECTATIONS FOR ALL EMPLOYEES

Supports the organization's values and culture by supporting and encouraging collaboration, innovation, excellence, and commitment to the communities we serve, and meeting the owner's goals and objectives.



ESSENTIAL DUTIES AND RESPONSIBILITIES

Resident Relations + Customer Service

- At all times, regardless, provides outstanding customer service.
- Manages and promotes resident satisfaction and retention by responding to complaints, questions, and requests in a timely manner, and taking appropriate action to resolve and address service issues.
- Functions as a resource center for residents on all things that affect and may disturb their community-living experience and ability to make timely rent payments.
- Organizes and executes resident appreciation and retention events.
- Maintains a secured confidential file for each resident
- Answering phones, greets walk-ins and foot traffic.
- Assist with leasing job duties, including touring prospective residents.

Fiduciary

- Handles all the monies of the property. Collects, posts, and deposits rents/security deposits and other community income.
- Reviews resident files and ledger records to determine unpaid and/or late fees owed, communicates with residents regarding outstanding balances, implements procedures for collecting on delinquencies, and enforces the lease agreements.
- Assist with Monthly Projection Reporting, inspects vacancies, make-ready apartments and models. Inspects the property for community policy violations, needed repairs and overall landscaping.
- Meets regularly with Community Manager and Regional Manager to discuss community performance.
- Other duties as assigned by the Community Manager.



Staff Leadership

- Maintains a service-oriented environment by always exhibiting a professional appearance and attitude.
- Oversees property operations and staff in Community Manager's absence.
- Support Leasing Consultants in the leasing of apartments and ensures that Fair Housing guidelines are followed.
- Under the direction of the Compliance department and the Community Manager, manages compliance file maintenance, where applicable.

Adherence to Property Management Rules, Regulations and Guidelines

- Complies with LSA's safety and risk-management policies by attending and participating in the property's routine safety meetings, completing required training on OSHA and other safety related laws and requirements, and by reporting accidents and incidents promptly and accurately.
- Follows established policies and procedures by monitoring and ensuring compliance with regulatory requirements, organizational standards, and operational processes related to area(s) of responsibility and reporting violations or infractions to appropriate individual(s).
- Conduct all business in accordance with company policies and procedures, Fair Housing, Americans with Disabilities Act and all other laws pertaining to the apartment.

Physical Demands & Working Conditions

- This position works within the community, which may include accessing residents' units for life and safety matters and a normal office environment. There may be contact with residents, employees, and the Public. The incumbent in this is classified as essential staff and is expected to report to work and adhere to all safety and business protocols.

Qualifications

- 2+ years' experience as an Assistant Community Manager.
- Equipped with excellent communication skills and an unmatched dedication to customer service.



- Solid track record of bookkeeping and rent collection.
- Thorough understanding of landlord/tenant law. • Strong Understanding of Fair Employment Housing and EEO laws.
- Superior interpersonal skills: ability to get along with diverse personalities; tactful; mature, flexible.
- Resourceful and organized. • Solid computer knowledge, Windows (Word, Excel,) internet and e-mail.
- Working knowledge of Yardi Voyager Property Management software