



**JOB TITLE:** Community Manager  
**DEPARTMENT:** Property Management  
**REPORTS TO:** Regional Property Manager  
**SUPERVISES:** NA  
**FLSA STATUS:** 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 oversees the community in an efficient and profitable manner through fostering an environment of satisfaction and well-being by residents and associates, consistent with the goals and objectives of the company and community owners.

**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***

- o Ensure a positive experience for the entire resident life-cycle - from move-in to move-out
- o Implement system for providing all necessary services to residents, including the immediate acknowledgement and prompt action to correct complaints
- o Serve as advocate for residents by effectively communicating concerns to senior leadership
- o Function as a resource center for residents on all things that affect and may disturb their community-living experience
- o Responsible for all resident events and retention programs
- o Refer residents as necessary to appropriate services and agencies that offer assistance
- o Maintain a secured confidential file for each resident

### ***Fiduciary***

- o At all times, must understand the current financial health of assigned community by regularly reviewing community budget comparison
- o Produce financial growth or gains for the community through marketing and leasing new and turnover residential units, as well as additional lines of revenue
- o Manage and execute all budgets, rent rolls, projections and occupancy goals
- o Implement a system to achieve 0% rent delinquency
- o Prepare and produce monthly reports and financials in an accurate and timely fashion
- o With Regional Manager, prepare Property Annual Operating Budget
- o Prepare and submit subsidy vouchers (when applicable)
- o Oversee large capital projects and communicate between multiple departments (when applicable)



### **Staff Leadership**

- Challenge all team members to achieve higher levels of performance by establishing and communicating immediate and long-term goals.
- Coordinate and oversee on-site operations including budget implementation, compliance matters, vendor relationships, contractor workmanship, rent collections, accounts payable, etc. to ensure smooth operations of the property.
- Promote high-performing team execution through regular feedback, training, and development.
- Empower collaboration and inclusivity, building trust and transparency.
- Demonstrate effective communication skills and help ensure active communication with residents, community, agencies, owners, and team members.
- Regularly assess employee performance through on-the-spot feedback and the performance review process
- Recognize team members when performance has met or exceeded company expectations; manage poor performing team members by establishing clear expectations.
- Respond to any team member concern, maintenance condition, resident problem, breach of security, and/or emergency
- Create and supervise the schedules of all personnel to ensure maximum operational efficiency.
- Ensure the community's curb appeal is always immaculate.

### **Adherence to Property Management Rules, Regulations and Guidelines**

- Conduct all business in accordance with company policies and procedures, Fair Housing, Americans with Disabilities Act and all other laws pertaining to the apartment industry
- Meet compliance and eligibility requirements as established by the appropriate local, state and/or federal agencies
- Ensure proper procedures are followed as detailed in the employee and management handbooks
- Respond to any potential housing violations and liability concerns regarding the community
- Seek approval and guidance of Regional Manager within specified parameters.



### **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**

- 5-7 years of experience in the property management industry
- 2+ years of experience as a community/property manager
- Demonstrated ability to diffuse and respond to resident concerns, avoiding escalation
- Proven effective and efficient leadership experience
- Knowledge of LIHTC and Tax Credit qualifications highly desired
- Strong interpersonal, verbal and written communication skills
- Capacity to interact effectively with senior executives
- Ability to work well under time and other constraints
- Professional presentation and appearance
- Familiarity and ability with Microsoft Office (Word, Excel, PowerPoint), internet and email